

# An analysis of working conditions in European companies



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A mi familia por apoyarme siempre.

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A mis amigos y compañeros.

A Álvaro Mambrilla Herrera, siempre con nosotros.



## **Abstract**

This paper analyzes the working conditions in European companies in some aspects dealing with safety and health of the working environment.

Using the data available from the 5<sup>th</sup> European Working Conditions Survey (2010) and the 6<sup>th</sup> European Working Conditions Survey (2015), both elaborated by Eurofound, the paper develops a comparative analysis between the results obtained for three northern European countries versus the results obtained for three southern European countries.

To conclude, it is shown the temporary trend of the most significant aspects of the survey dealing with health and safety working conditions by comparing the available results obtained in the 5<sup>th</sup> (2010) and the 6<sup>th</sup> (2015) European Working Conditions Survey.

## **Resumen**

Este trabajo analiza las condiciones laborales en empresas europeas en aspectos relacionados con salud y seguridad en el puesto de trabajo.

Utilizando los datos disponibles de la 5ª Encuesta Europea de Condiciones de Trabajo (2010) y la 6ª Encuesta Europea de Condiciones de Trabajo (2015), ambas elaboradas por Eurofound, el trabajo desarrolla un análisis comparativo entre los resultados obtenidos en tres países representativos del norte de Europa frente a los resultados obtenidos en tres países representativos del sur de Europa.

Por último se muestra la evolución temporal de los aspectos más significativos de la encuesta relacionados con condiciones laborales de salud y seguridad comparando los resultados disponibles obtenidos en la 5ª (2010) y la 6ª (2015) Encuesta Europea de Condiciones de Trabajo .

## 摘要

该论文分析、探究了欧洲公司的工作环境中有关于工作环境的安全及健康里的某些方面的问题。

通过使用 Eurofound 进行的“2010 年第五次欧洲工作条件调查”以及“2015 第六次欧洲工作条件调查”所得出的有效数据，本论文对从三个北部的欧洲国家得到的结果与从三个南部的国家得到的结果进行了对比分析。

最后通过对比 2010 和 2015 年的调查结果，展现了工作环境里关于健康和安全方面调查中的最重要方面的演变。



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## 1. Objective

The aim of this paper is to analyze the working conditions in European companies in some aspects dealing with safety and health of the working environment.

First, a theoretical frame on working conditions introduces the topic in discussion in adequate terms to make possible a deeper understanding and a more proper analysis.

Then, using the most recent data available, from the 5<sup>th</sup> and the 6<sup>th</sup> European Working Conditions Survey (2010 and 2015), performed by Eurofound, the paper carries out a comparative analysis between the results obtained for three northern European countries versus the results obtained for three southern European countries and the European Union mean. Due to its recent performance, some of the results of the 6<sup>th</sup> EWCS are not still published, so in order to complete the analysis, for some topics the results of the 5<sup>th</sup> EWCS have been used. The results of the comparison, showed by bar charts, give a clear picture of the state of each country in working and health conditions at work.

Moreover, it is shown the temporary trend of the most significant aspects of the survey in safety and health working conditions by comparing the results obtained in 5<sup>th</sup> and the 6<sup>th</sup> European Working Conditions Survey (2010 and 2015) for the previously analyzed countries.

To conclude any possible trend or pattern is analyzed in order to obtain a clear image of the progression of European's efforts in improving working conditions.

## 2. Working conditions: Theoretical frame

An introduction to the theory, the background and a model for improving working conditions is given in this chapter in order to gain an appropriate knowledge on the topic and achieve the objectives of this paper.

### 2.1 Working conditions definition

The concept of working conditions refers to the conditions in which a work is performed regarding to the time, placing and organization of the work and the work environment and how these factors affect the individual in a physical, psychosocial or social way.

Other ways of naming the same topic are Occupational Safety and Health (OSH) or Workplace Health and Safety (WHS).

One definition for the concept of occupational safety and health, by the World Health Organization (WHO) reads as follows: "occupational health deals with all aspects of health and safety in the workplace and has a strong focus on primary prevention of hazards.". To understand this definition it is important to know that health has been defined by the WHO as "a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."

Moreover, since 1950, the International Labour Organization (ILO) and the World Health Organization (WHO) have shared a common definition for the term "occupational health". The definition reads:

*"The main focus in occupational health is on three different objectives: (i) the maintenance and promotion of workers' health and working capacity; (ii) the improvement of working environment and work to become conducive to safety and health and (iii) development of work organizations and working cultures in a direction which supports health and safety at work and in doing so also promotes a positive social climate and smooth operation and may enhance productivity of the undertakings. The concept of working culture is intended in this context to mean a reflection of the essential value systems adopted by the undertaking concerned. Such a culture is reflected in practice in the managerial systems, personnel policy, principles for participation, training policies and quality management of the undertaking."*



## 2.2 Working conditions background

The concern about working conditions and its research and regulation are relative recent issues. It can be said that it was during the industrial revolution (between the 18<sup>th</sup> and 19<sup>th</sup> centuries) when worker's health started to be considered as a labour related issue in response to workers' demands and concerns. As Industrial revolution was started in United Kingdom, so were the concerns about working conditions, which spread from UK to other European countries and then to the rest of the world.

One of the first actions that show this new concern about occupational health was the establishment in United Kingdom of an institution called "Factory Inspectorate" that looked out for the poor health of workers. First in 1833 this institution worked on some policies to improve the health conditions of children working in cotton mills. The more important policies restricted the amount of hours that children could work in order to prevent chronic overwork, which was newly identified as a direct cause of illnesses and deformation and as an indirect cause of accidents.

In 1844 the Factory Inspectorate applied the same restrictions on working hours to women employed in the textile industry. A requirement for machinery guarding was also introduced but only for areas where women or children worked. In 1840s the mining industry also set up an inspectorate with the power of entering and giving any premises in mines and collieries in order to lower the frequency of accidents.

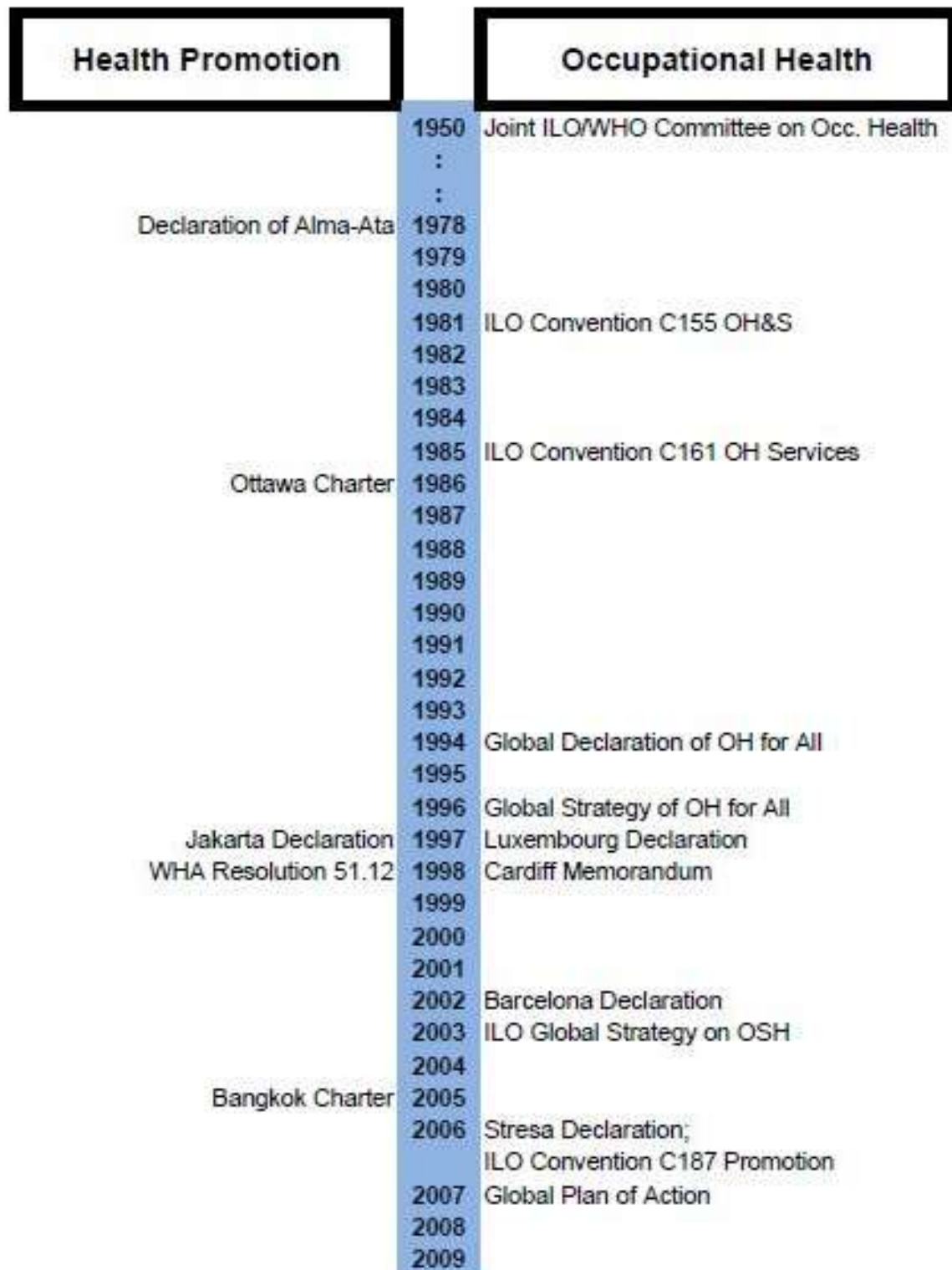
In 1883 Germany inaugurated the first social insurance legislation and the first worker's compensation law was established in 1884, which was the first of their kind in the western world. Similar measures and actions were followed in other countries as a response to worker's riots and protests.

It was since 1950, when the World Health Organization (WHO) and the International Labour Organization (ILO) joined forces creating the Committee on Occupational Health, when working conditions' issues started to be recognized as important issues.

However for several decades health promotion activities and occupational health activities were run separately.

Since the formation of the Committee on Occupational Health the main key events and declarations related to improving worker's health are represented in the timeline shown in *Figure 1*.

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**Figure 1.** Key events in the historical improvement of occupational health. From the World Health Organization.

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A brief description of the key events and declarations in the historical improvement of occupational health is listed as follows:

- **1950 – Joint ILO/WHO and foundation of the Committee on Occupational Health.**
- **1978 – Declaration of Alma-Ata.** After the International Conference on Primary Health Care held in Alma Ata in the former Soviet Union, this Declaration was signed by all participants. It “heralded a shift in power from the providers of health services to the consumers of those services and the wider community” and in noting that primary health care brought national health care “as close as possible to where people live and work” rather than only in hospitals, provided the right environment for the concepts of health promotion and occupational health and safety to develop and grow.
- **1981 – ILO Convention 155.** The resolution of this Occupational Health and Safety convention required member states to establish national policies on occupational health and safety, dealing primarily with the physical work environment. Also required member states to establish legislative and infrastructural support to enforce health and safety in workplaces.
- **1985 – ILO Convention 161.** The resolution of this Occupational Health Services Convention called on employers in member states to establish occupational health services for all workers in the private and public sectors. These services would include surveillance of hazardous situations in the working environment, surveillance of worker health, advice and promotion related to workers’ health including occupational hygiene and ergonomics, first aid and emergency health services, and vocational rehabilitation.
- **1986 – Ottawa Charter.** This document, generated at the WHO’s First International Conference on Health Promotion, in Ottawa, Canada, has the credit for introducing the concept of health promotion as it is used today: “the process of enabling people to increase control over, and to improve, their health.” It also introduced the “settings approach.” This included the workplace as one of the key settings for health promotion as well as suggesting the workplace as one area where a supportive environment for health must be created.
- **1994 – Global Declaration of Occupational Health for All.** This declaration stated that the term “occupational health” includes

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accident prevention and factors such as psychosocial stress. The declaration also urged member states to increase their occupational health activities.

- **1996 – Global Strategy on Occupational Health for All.** This resolution presented a brief situation analysis and recommended 10 priority areas to action in. One priority pointed out was the importance of using the workplace to influence workers' lifestyle factors (health promotion) that may impact their health.
- **1997 – Jakarta Declaration on Health Promotion.** This declaration emphasized the importance of social responsibility for health, expanding partnerships for health, increasing community capacity and empowering individuals and securing the infrastructure for health.
- **1997 – Luxembourg Declaration on Workplace Health Promotion in the European Union.** The European Network for Workplace Health Promotion, formed in 1996, passed this declaration, which stated the group's consensus on the definition of Workplace Health Promotion, defined as "the combined efforts of employees, employers and society to improve the health and well-being of people at work. This can be achieved through a combination of: improving the work organization and the working environment; promoting active participation; encouraging personal development."
- **1998 – Cardiff Memorandum on WHP in Small and Medium-Sized Enterprises.** This Memorandum outlined the differences and difficulties that could be found implementing Workplace Health Promotion in small and medium sized enterprises and gave some priorities to apply them.
- **1998 – World Health Assembly Resolution 51.12.** This resolution on health promotion endorsed the Jakarta Declaration and called on the general director of WHO to "enhance the Organization's capacity and that of Member States to foster the development of health-promoting cities, islands, local communities, markets, schools, workplaces and health services."
- **2002 – Barcelona Declaration on Developing Good Workplace Health Practice in Europe.** This Declaration stated that "there is no public health without good workplace health." Another clear message was the importance of having the occupational health & safety and public health sectors to work together on Workplace Health Promotion.

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- **2003 – Global Strategy on Occupational Safety and Health.** The International Labour Organization endorsed this global strategy dealing with the prevention of occupational injuries and illnesses. The strategy addressed the importance of using an Occupational Safety and Health management system approach of continual improvement and a commitment to take into account gender specific factors in the context of Occupational Safety and Health standards.
- **2005 – Bangkok Charter for Health Promotion in a Globalized World.** This resolution stated the commitment to make health promotion “a requirement for good corporate practice.”
- **2006 – Stress Declaration on Workers Health.** This declaration expressed support for the Global Plan of Action on Workers Health draft. It specifically noted that “There is increasing evidence that workers’ health is determined not only by the traditional and newly emerging occupational health risks, but also by social inequalities such as employment status, income, gender and race, as well as by health-related behaviour and access to health services. Therefore, further improvement of the health of workers requires a holistic approach, combining occupational health and safety with disease prevention, health promotion and tackling social determinants of health and reaching out to workers families and communities.”
- **2006 – ILO Convention 187.** In this convention a promotional framework for occupational health and safety convention was designed to urge member states to promote an Occupational Safety and Health management systems approach with continuous improvement, to implement national policies and to promote a national preventive safety and health culture.
- **2007 – Global Plan of Action on Workers Health.** This key document operational zed the 1995 “Global Strategy on Occupational Health for All” providing clear objectives and priority areas for action.

## 2.3 Healthy working environment's theory

The World Health Organization (WHO) defines health in the following terms: “a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity.”

According to this the definition provided by WHO for healthy workplace is: “one in which workers and managers collaborate to use a continual improvement process to protect and promote the health, safety and wellbeing of all workers and the sustainability of the workplace by considering the following, based on identified needs:

- Health and safety concerns in the physical work environment.
- Health, safety and well-being concerns in the psychosocial work environment including organization of work and workplace culture.
- Personal health resources in the workplace (support and encouragement of healthy lifestyles by the employer).
- Ways of participating in the community to improve the health of workers, their families and members of the community.”

This definition shows the evolution of the occupational health concept, which has changed to include psychosocial factors and personal health practices instead of only accounting the working environment. Nowadays the working environment is not only thought to avoid working accidents but also to promote preventive health activities and actions in order to improve people's general health.

Moreover, these days much more attention is paid to make workplaces adequate for older workers and workers with incapacities or chronic diseases.

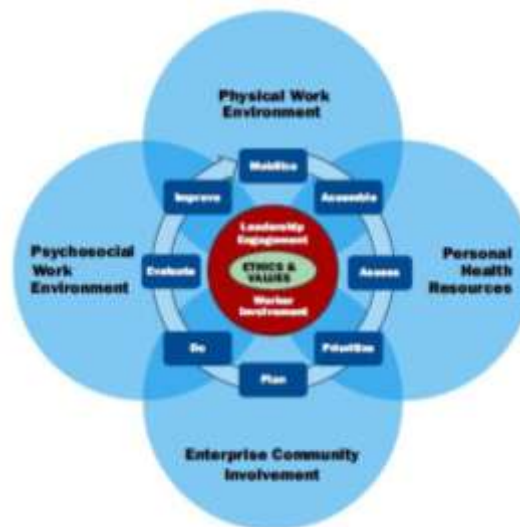
## 2.4 WHO working environment's model

In order to create healthy working environments a company must take into account the different key points that can be modified and the more efficient procedure to apply, both by employers and employees.

According to the WHO's working environment's model the initiatives adopted to create or improve healthy workplaces should focus on four key aspects:

- Physical work environment
- Psychosocial work environment
- Personal health resources
- Enterprise participation in the community

Key operative factors are illustrated in the following chart:

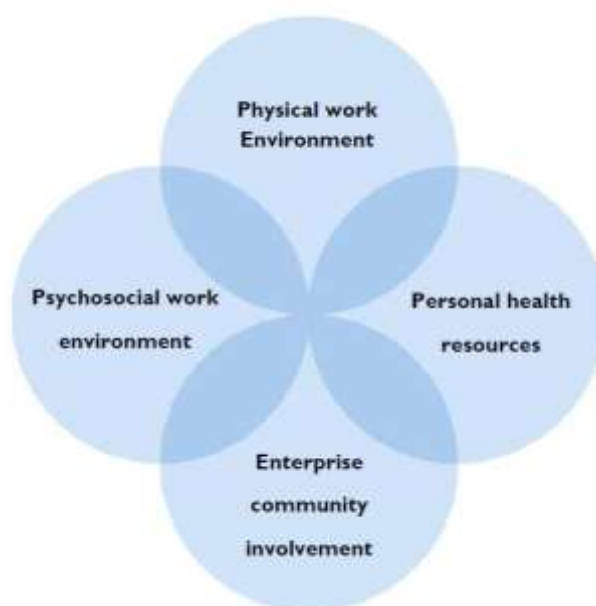


**Figure 2.** Key operative factors to improve health in workplaces. From the World Health Organization.



## 2.5 Working condition's factors

The most of the factors that can be modified in pursuing an improvement in working conditions can be broadly separated in four different areas: physical work environment, psychosocial work environment, personal health resources and enterprise community involvement. Even if they are four differentiated sectors some of the factors in them often overlap with others, giving proof of the close relationship between one another.



**Figure 3.** *Factors of influence for healthy workplaces. From the World Health Organization*

### 2.5.1 Physical work environment

The physical work environment concept refers to the structure, air, machinery, furniture, products, chemicals, materials and production processes in the workplace. These factors can affect workers' physical safety and health as well as mental health and well-being.

In cases where workers perform tasks in a vehicle or outdoors, those vehicles or outdoors locations are also considered as physical work environment.



### *a) Physical risks*

Hazards in the physical environment are commonly the most potential risks to cause an accident, a disease or even to kill workers. This is why the first occupational health and safety laws mainly focused on this area.

The typical physical risks include:

- Chemical hazards (solvents, pesticides, asbestos, silica, tobacco smoke, etc.).
- Physical hazards (noise, radiation, vibration, excessive heat, nanoparticles, etc.).
- Biological hazards (hepatitis B, malaria, HIV, tuberculosis, mould, lack of clean water, toilets and hygiene facilities, etc.).
- Ergonomic hazards (processes requiring excessive force, awkward posture, repetition, heavy lifting, etc.).
- Mechanical hazards (machine hazards related to nip points, cranes, forklifts, etc.).
- Energy hazards (electrical hazards, falls from heights, etc.).
- Mobile hazards (driving on ice or in rainstorms or in unfamiliar or poorly maintained vehicles, etc.).

### *b) Ways to influence the physical work environment*

In order to influence the physical work environment, hazards have to be identified, evaluated and controlled through hierarchy of control processes. The main steps normally include the following:

- Elimination or substitution. Consists on trying to eliminate the issue or change it for something that leads to the same result in a less dangerous way. For example a factory could try to replace carcinogen substances with less toxic chemicals.
- Engineering controls. Include installing machine guards on stamping machines, setting up local exhaust ventilation to remove toxic gases and

installing noise buffers. These tools improve constantly as technology does, providing a useful way of decreasing physical risks in workplaces.

- Administrative controls. Include implementing good maintenance procedures, training workers on safe operating procedures, performing preventive maintenance on machines and equipment and enforcing smoke-free policies.
- Personal protective equipment. Include respirators for employees working in dusty conditions, masks, gloves and respirators for health care workers, hard hats and safety boots for construction workers...

### 2.5.2 Psychosocial work environment

The psychosocial work environment concept includes factors such as organizational culture, attitudes, values, beliefs and daily practices in the enterprise that affect the mental and physical well-being of employees.

These factors that are likely to cause emotional or mental stress are commonly called workplace 'stressors'.

#### *a) Psychosocial risks*

Psychosocial risks include:

- Poor work organization (problems with work demands, time pressure, support from supervisors, poor communication...) and organizational culture (lack of policies and practice related to dignity or respect for all workers, harassment and bullying, gender, ethnic or religious discrimination...).
- Command and control management style (lack of consultation, negotiation, two-way communication, constructive feedback, respectful performance management...).
- Lack of support for work-life balance.
- Fear of job loss related to mergers, acquisitions, reorganizations or the evolution of the labour market.

### *b) Ways to influence the psychosocial work environment*

Psychosocial hazards are typically identified and evaluated using surveys or interviews instead of the inspections used for physical work hazards.

A hierarchy of control processes would then be applied to assure hazards identification including:

- Eliminating or modifying the issue at the source. Actions in this context include reallocating work to reduce workload, removing supervisors or retraining them in communication and leadership skills and enforcing zero tolerance for workplace harassment and discrimination.
- Decreasing impact on workers. Some actions in this area are allowing flexibility to deal with work-life conflict situations, providing supervisory and co-worker support, allowing flexibility in the location and timing of work and providing timely, open and honest communication.
- Protecting workers. This can be done by raising awareness and providing training to workers, for example regarding conflict prevention or harassment situations.

### **2.5.3 Personal health resources**

Personal health resources concept includes the health services, information, resources, opportunities, flexibility and supportive environment provided to workers by an enterprise to embrace their efforts to improve healthy personal lifestyles and to monitor and support their physical and mental health.

#### *a) Personal health resources issues*

The lack of information and knowledge about health and safety issues and some employment conditions can make difficult for workers to keep healthy or acquire healthy lifestyles. Some of these issues include:

- Physical inactivity resulting from long work hours, lack of timetable flexibility, how long breaks are how often can be taken.

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- Poor diet resulting from lack of access to healthy snacks or meals at work, lack of time to take breaks for meals, lack of facilities to take home-made meals to work (refrigerator, microwave...) and lack of knowledge about healthy diets.
- Allowance or prohibition smoking in workplace environments.
- Illnesses undiagnosed or untreated because of an absence of accessible and affordable primary health care.

*b) Ways to influence personal health resources*

These may include medical services, information, training, financial support, facilities, policy support, flexibility and promotional programmes to enable and encourage workers to develop healthy lifestyle practices. These actions include:

- Providing fitness facilities for workers or a financial subsidy for fitness classes or equipment. In this sense also encouraging walking or cycling to work is also a common action.
- Providing and subsidizing healthy food choices in cafeterias, canteens and vending machines. Also implementing the facilities required to allow workers to eat home-made food.
- Allowing flexibility in timing and duration of work breaks in order to allow resting or exercising.
- Banning smoking or putting no-smoking policies in place and enforcing them. In the same way providing smoking cessation programmes for employees.
- Providing quality medical services such as medical examinations, medical surveillance and medical treatment if it is not accessible in the community.
- Enforcing health education and supporting health and safety related activities among employees.

### 2.5.4 Enterprise community involvement

Enterprises have an impact on the communities in which they operate and are impacted by these same communities. Enterprise community involvement concept is referred to the activities an enterprise may take part in to support the social and physical wellbeing of the community in which it operates. This particularly includes factors affecting the physical and mental health and safety and wellbeing of workers and their families.

#### *a) Ways enterprises become involved in the community*

The actions an enterprise could apply to provide support and resources include:

- Controlling pollution emissions and cleaning up production operations.
- Extending free or subsidized primary health care to workers and their families or supporting the establishment of primary health care facilities in the community. In this sense other actions are supporting community screening and treatment for diseases like HIV, tuberculosis, hepatitis...
- Establishing gender equality policies in the workplace to protect and support women. In the same sense establishing protective policies for other vulnerable groups, even when they are not legally required.
- Providing leadership and expertise related to workplace health and safety.
- Rising internal standards in environmental policies above legislated standards to minimize the enterprise's ecological impact and its carbon footprint.
- Subsidizing public transportation and bicycles for employees to commute to work.

The impact in the community made by an enterprise with actions such as the ones explained above can make a great difference in the development of

the community in ecological and social terms as well as in physical and psychological health.

## 2.6 Improving working conditions programs

The improvement of the working conditions is the practical objective once the theory about them is already understood. In order to do that the most common action is to elaborate plans and strategies. In this chapter the most significant model for improving working conditions, the one developed by the World Health Organization, is explained in detail. The keys for these programs to succeed and the model's adaptation to different countries are also explained.

### 2.6.1 WHO's continual improvement model for workplace health and safety

Developing a healthy workplace is a dynamic and time changing goal, as so have to be the processes followed to achieve it. The WHO proposed model for this aim is an organizational process of continual improvement that assures that health, safety and wellbeing goals are fulfilled and that the programme is sustainable over time.

Since the first WHO's model of continual improvement for workplace health and safety was published in 1998 by the Western Pacific WHO's Regional Office the model has suffered several changes and modifications leading to a format with a basic key points structure shown in the *Figure 4*.



**Figure 4.** WHO model of healthy workplace continual improvement process. From the World Health Organization

## *1. Mobilize*

It is critical to mobilize both employers and employees in favor of a change to better in the workplace in terms of health and safety. In order to do that it is required to first know what motivates workers and managers to force changes. So then as a first step to mobilize people it is important to take into account leaders' opinions and influencers in the company and what issues are more likely to mobilize them when looking for support for a concrete action.

## *2. Assemble*

Once the key company's actors have been mobilized, next step is assembling a "healthy workplace team" and providing resources to work on particular actions to implement particular changes in the workplace.

If there is an existing health and safety committee, it might be able to take this additional role. For the formation of these boards or committees some suggestions are provided:

- In large enterprises the health and safety committee should include representatives from various levels and sectors of the business. The board should include professionals from sectors such as health and safety, human resources, engineers and medical personnel who provide services for the company.
- In small enterprises the participation of experts and support personnel from outside the organization may be very helpful. For example, medical personnel or health and safety exterior professionals if the company does not count with these areas covered by themselves.

In both cases, large and small companies, worker's representation should be equal to employer's representation and also the board formation should be equal in terms of gender representation.

### 3. Assess

Assessment or evaluation is commonly the first task the healthy workplace board has to start with using different methods and tools, including the following:

- Baseline data on workplace inspections. This should prior hazards and dangers identification, risk evaluation processes, employee demographics, productivity statistics and trade union's complaints. All these should be documented as detailed as possible. If there is not documentation on any hazard identification or risk evaluation it must be done at this time.
- Workers' health. This is one of the most critical aspects to evaluate in terms of occupational health data, including rates of sick leave and workplace-related injuries and illnesses and short- and long-term disabilities. Other essential aspect is employee's personal health status, which information can be collected via confidential surveys or by meetings between the manager, the worker and a health professional.
- Future planification for enterprise and workers. The desired future for the enterprise and the workers must also be assessed in order to elaborate actions aligned with the future company's goals. This evaluation process can include benchmarking exercises to determine how similar companies are taking action with respect to the health and safety data collected. For individual workers, it is necessary to ask them about their perceptions and ideas about how they would improve their working environment and health.

Similar to what have been said in the previous point it is important to assure equity in terms of gender and workers and managers ideas' representation. It could also be helpful to count with exterior expertise in order to widen the action's frame.

### 4. Prioritize

There are some main criteria that should be taken into account when setting priorities in the process of making a workplace health and safety plan. These criteria include:



- Limiting workers' exposure to occupational hazards and risks.
- Simplifying the processes of implementing solutions, for example promoting "quick wins" that motivate and encourage continued progress.
- Taking into account the subjective opinions and preferences of the workplace parties, including managers, workers and other representatives.
- Making possible and easy to change and develop existing solutions or implementing more effective and efficient new ones. This will be only in favor of a continued progress giving some leisure to the company, workers and environment's changes.

## **5. Plan**

When it comes to develop a health plan the differences between small or medium and large enterprises (in the sense of size and also complexity) are important to consider.

This stage is about developing a health plan. The plan developed by a small or medium size enterprise might be quite simple, at least initially. In small or medium companies the plan developed has to focus on a few key points identified as the most critical to health. Also goals have to be the most readily achievable possible and should come along with particular time frames.

In a large enterprise, the plan could be much more complex within a time frame of around 3 to 5 years. The overall plan should have some long-term goals and objectives set in order to measure success. Considering this, the plan would establish general activities to address prioritized problems with particular time frames. After developing the long-term plan, annual plans would be developed to address issues in order of priority.

Some important points that should not be forgotten when elaborating a health plan are remembering the rule of "learn from others" and researching ways of solving problems looking at problems from the four different areas exposed before (physical work environment, psychosocial work environment, personal health resources and enterprise community involvement). For example, a common mistake is to think that solutions for physical work environment problems must always be physical solutions, when, for instance, training or changing some behaviours might also solve the issues.

After obtaining the required approvals for the plan the next step is to develop specific action plans adding specific goals, expected outcomes, deadlines and responsibilities. Required budgets, facilities and resources should be included, as well as planning for launching, marketing and promoting the programme or policy, training for any new policy, maintenance and evaluation plan. Making the plan clearly stated, with measurable goals and objectives will make evaluation easier, so it will be easier to follow it through time.

## **6. Do**

In this stage the most important thing is to clearly assign responsibilities for each planned action in order to assure that the implementation and follow-up of the plan are done as scheduled.

## **7. Evaluate**

Evaluation is essential to see what is working and what is not and determining why or why not. The implementation of the process and its different action plans with each outcome should be evaluated both in the short and the long term.

In addition to the continuous evaluation is important to evaluate the general plan's success after a period of 3 to 5 years, when results are already consolidated. It is also important to track the relationship between the changes and the enterprise's productivity and profitability and after that compare them to benchmarks.

## **8. Improve**

This is not the last step of the process but something that has to be present in every step of it. This involves making changes based on evaluation results so these changes can improve the programmes already implemented. This is important not only to solve problems that may come along the process but also to recognize successes in order to encourage every collective involved to keep moving for a healthier and safer working environment.

## 2.6.2 Keys to success

Every enterprise necessities and objectives are different, but despite that, there are some key points that if followed are very likely to help to obtain healthy working environments. Those key points are:

### *1. Leadership engagement based on core values*

This concept lays on three factors: introducing the concepts into the enterprise's goals and values, getting the approval and the resources from the company's board to put the plan into action and obtaining key evidence of the commitment of the board by adopting a clear policy signed by all of the members.

Mobilizing and gaining support from the major stakeholders it is fundamental because a healthy workplace programme must be integrated into the enterprise's business mission and this is not possible without the approval of the company's board.

Getting necessary permissions, resources and support from owners and managers, is critical to start putting actions into place.

Obtaining key evidence of this commitment is important because it shows if the main collectives in the company are working for the same objective. The policy signed by the board and managers has to be clearly introduced to every worker.

### *2. Involve workers and their representatives*

It has been demonstrated that in successful programmes the workers affected must be involved in every step of the process, from planning to evaluation. Workers and their representatives must not simply be "consulted" or "informed" but must be actively involved, with their opinions and ideas listened to, given importance and implemented.

Participation in trade unions or representation by regional worker representatives can be very helpful to gain importance in contributing to make this kind of plans.

### *3. Gap analysis*

Gap analysis is the name given to the continuous evaluation of the real situation versus the ideal one and the process of dealing with gaps between them two.

### *4. Learn from others*

As in the elaboration of every kind of plan or strategy it is very helpful to count with experts in the topic. In this sense, experts from safety agencies, union representatives who have received special occupational safety and health training and occupational health and safety experts in larger enterprises can be recruited. Visiting other enterprises to observe good practices already implemented is another excellent way to learn from others.

### *5. Sustainability*

Evaluation and continuous improvement are key, It is also key ensuring that healthy workplace initiatives are integrated into the enterprise's overall strategic business plan rather than existing in a separate isolated work group.

### *6. The Importance of integration*

In larger organizations work is highly specialized. This leads to the fact that in many large organizations health and safety personnel work in one department, wellness professionals in other and human resource professionals in another department and all the departments mentioned are separated from the enterprise's management team, which is focused on increasing output quality and quantity. Often these activities will work in a different direction or in direct opposition to improving workers' health even though the health of workers is as critical or more than other aspects like production and quality.

This problem has to be solved by integrating the health plan's concepts in every department of the company and if possible in the mission of the company itself.

### 2.6.3 Adapting the model to different countries

The WHO's healthy workplace model exposed has been elaborated to represent a synthesis of the best available knowledge and experiences in the field worldwide collected and analyzed by occupational health experts in several countries.

It provides guidance for action at the workplace level, especially when employer and workers, via their representatives, work together in close collaboration. However, workplaces exist in a much larger context. Governments, national and regional laws and standards, civil society, market conditions and primary health care systems among other factors have a tremendous impact on the situation of workplaces, and on what can be achieved by workplace plans.

These interrelationships are extremely complex and in terms of workplace health, the difference between developing and developed countries can be a huge gap, too big to apply the same kind of plans, given that the necessities and challenges are totally different.

The World Health Organization via its different regional offices is a great source of expertise in the topic and for concrete cases can provide both information and resources to help employers, workers and policy-makers adapt the principles of its standard "improving health and safety program model" to their specific situations.

### 3. Eurofound

The European Foundation for the Improvement of Living and Working Conditions, commonly abbreviated as Eurofound, is the European Union agency in charge of the planning and control of living and working conditions in the European Union. Created in 1975 by the European Council it was one of the first organs established by the EU to work on a specific topic.

It works hand by hand with governments, European Union's institutions, private companies and trade unions and its activity can be separated in two lines: research and communication labours.

In the research field its main goal is to obtain and analyze data on living and working conditions and industrial relationships in Europe.

In the other hand in order to give more visibility and impact to the institution's research Eurofound holds a Brussels Liaison Office. This office uses the conclusions derived of the investigation to monitor government's policies and advice in the process of planning new ones.

In this sense efforts are focused on four priority areas, in their words:

1. Increasing labour market participation and combating unemployment by creating jobs, improving labor market functioning and promoting integration.
2. Improving working conditions and making work sustainable throughout the life course.
3. Developing industrial relations to ensure equitable and productive solutions in a changing policy context.
4. Improving standards of living and promoting social cohesion in the face of economic disparities and social inequalities.

### 3.1 Eurofound's monitoring tools

The main monitoring tools used by Eurofound are:

- European Company Survey - ECS
- European Working Conditions Survey - EWCS
- European Quality of Life Survey - EQLS
- European Observatory of Working Life - EurWORK
- European Monitoring Centre on Change - EMCC

### 3.2 Eurofound's surveys

One of Eurofound's main tools in order to monitor, plan and establish living and working conditions are surveys due to the comparative information they provide. By making the surveys in companies all across the EU and analyzing the data obtained Eurofound is able to identify and put into paper trends as well as to gain deeper knowledge in the topic.

This data basis gives a strictly field data background that policy makers use to look for weaknesses and opportunities in order to upgrade living and working conditions. The results are also used to keep companies, trade unions, local institutions and European citizenship well informed.

### 3.3 Surveys' characteristics

All Eurofound's surveys have some exact characteristics that make them appropriate for its purpose. Their main common features are:

1. Samples are representative.
2. Surveys cover all EU member states and also potential candidate countries and EFTA (European Free Trade Association) countries.
3. Surveys enable cross-country comparability.

4. Surveys enable trend analysis.
5. Questionnaires cover a wide range of topics designed to meet European policy needs.
6. Surveys are developed in close cooperation with Eurofound's tripartite stakeholders and experts in the field.
7. Questionnaires are built on an inter-disciplinary scientific basis.
8. Questionnaires are elaborated following a strategy for quality assurance.
9. Results are timely available in policy relevant reports. Also online data visualization tools are available, and complete documentation is available through the UK Data Archive.

### 3.4 European Working Conditions Survey (EWCS)

Since the European Working Conditions Survey was launch in 1990 it has provided a summary of working conditions in Europe in order to:

- Evaluate and quantify working conditions of both employees and self employed workers across Europe.
- Analyze relationships between different aspects of working conditions.
- Identify groups at risk, progress achieved and concerning issues.
- Monitor trends by providing homogeneous indicators on these issues.
- Contribute to European policy development on quality of work and employment issues.

The survey questionnaire has been substantially enlarged since the first edition, in order to provide a comprehensive and detailed picture of the everyday reality of european men and women at work. In the most recent editions gender mainstreaming has been an important concern and has gained lots of attention.



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Themes covered today include employment status, working time duration and organization, work organization, learning and training, physical and psychosocial risk factors, health and safety, work-life balance, worker participation, earnings and financial security.

In each edition a random sample of workers (both employees and self-employed) are interviewed face to face. Following the European enlargements and interests from the European Free Trade Association (EFTA) member countries the geographical coverage of the survey has expanded.

In the list shown below countries surveyed in each edition can be compared from the last edition to the first one:

- **6<sup>th</sup> EWCS (2015):** workers were surveyed in the EU28, Norway, Switzerland, Albania, the former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey.
- **5<sup>th</sup> EWCS (2010):** workers were surveyed in the EU27, Norway, Croatia, the former Yugoslav Republic of Macedonia, Turkey, Albania, Montenegro and Kosovo.
- **4<sup>th</sup> EWCS (2005):** workers were surveyed in the EU27, plus Norway, Croatia, Turkey and Switzerland.
- **3<sup>rd</sup> EWCS (2000):** the EU15 and Norway were surveyed in a first phase, with the survey being extended to cover the 12 'new' Member States in 2001, and Turkey in 2002 in a second phase.
- **2<sup>nd</sup> EWCS (1995/1996):** workers were surveyed in the EU15.
- **1<sup>st</sup> EWCS (1990/1991):** workers were surveyed in the EC12 (European Community 12).

### 3.5 Survey's methodology

The aim of Eurofound's survey work is to provide high quality information on the quality of living and working conditions in Europe. In order to accomplish this goal each of the surveys targets a different population to get specific information.

The European Working Conditions Survey questions workers to gain insight on the quality of work and employment. The European Company Survey targets managers and employee representatives in companies to gather information on workplace practices. The European Quality of Life Survey interviews European citizens to get a perspective on living conditions and perceptions of life's quality.

Despite these differences in terms of target population, Eurofound aims to standardize survey methodology whenever possible, to ensure that the knowledge learned in one survey is implemented in the others.

As with all research projects, both Eurofound stakeholders and experts in the relevant field are involved in the development, implementation and evaluation of every wave of each survey, ensuring their relevance for European and national level policy makers and social partners.

Through expert involvement in the questionnaire development, as well as the involvement of national level experts in the translation process, Eurofound aims to ensure that all survey's questions capture the real-world phenomena they are intended to capture, assuring their validity.

Through carefully selecting representative samples, choosing the most suitable mode of administering the questionnaires using state-of-the-art technology, recruiting experienced interviewers and providing comprehensive training for interviewing and coding, as well as through minute checking of the collected data, sophisticated weighting, and appropriate analysis Eurofound aims to ensure the consistency of survey measurements, meaning that the surveys are reliable.

Eurofound's commitment to producing high quality information is further shown in *chapter 3.6: "Quality assurance strategy for surveys"*.

### 3.5.1 Sampling

Regardless of whether the target population of a survey are European citizens, workers or establishments, it is impossible to gather information from all the population. To obtain a representative result, the first task is to select a representative sample of the survey's total population.

In order to achieve the best possible quality sampling frames the goal is to find a register that covers at least the 95% of the population of each country. For that different registers are analyzed in each country, which should preferably contain the company or the working center contact data in the case of ECS. In the case of EWCS and EQLS address and contact information of households or individuals is preferred. When this kind of registers are not available a random candidate list, called "random route" is generated.

To achieve the goal of obtaining accurate results the sample size has to fulfill two main requirements:

1. Each country's sample size has to be of at least 1000 people.
2. Each country's sample size has to be in relation with the country's population. This justifies that in the last editions the biggest samples have been taken in the biggest countries in last editions.

Following these rules Eurofound aims to assure that samples are large enough to reflect valid results in each country and also to show the European population's distribution precisely enough to take the results as accurate generalizations.

### 3.5.2 Coding

Sometimes is necessary to make questions with unsure answers, like those referring to personal opinions, so the answer cannot be included in any pre-made set. For example, this might be the case of the sector to which the interviewed belongs. The interviewer will write down the detailed answer and lately will assign the answer to one of the categories available in the Europe-wide statistical classification of economic activities (NACE).

Some other examples of questions that may need coding are those related to level of income, education level or the region the interviewed is living.

### 3.5.3 Weighting

Once the fieldwork phase is completed, the datasets have to be weighted to compensate for different possible causes of imbalance in the sample. For example, different people have a different probability of being selected for the survey, so that has to be taken into account statistically. The bigger the unit (household/company) people are living or working in, the smaller their chances of being interviewed. Also, variations in the level of willingness to participate in a survey may result in the under-representation of certain respondent groups.

The differences between countries in the size of their workforce are not fully reflected in the sample size in each country even if, as said before, samples are larger for bigger countries. Then weighting is used to ensure that larger countries weigh heavier in the EU level results.

The European Labour Force Survey (LFS) is frequently used as a source of reference data for judging the extent to which the data is representative of the population.

## 3.6 Quality assurance for surveys

Eurofound aims to ensure high quality of its survey data by complying with commonly agreed standards for the methodology and procedures. This is done by following the European Statistical System (ESS) quality criteria in the survey design, implementation and quality assessment. For Eurofound surveys the criteria are applied as follows:

- **Relevance:** Ensuring that the survey meets current and potential user needs.
- **Accuracy:** Having data for which the estimations are as close as possible to the true values. In practical terms this is done by minimizing any errors in the survey.
- **Timeliness and punctuality:** Disseminating data as close as possible to the reference period and following the timetable set for the release of the data.
- **Accessibility and clarity:** Enabling the users to access the survey findings and data easily and offering them the necessary background information for interpreting the findings

- **Coherence and comparability:** Reviewing the data in comparison with other related data from other sources and assessing whether the differences are attributable to differences between true values. Establishing comparability of data across geographical areas and over time.

The aim is to continuously improve the quality and cost efficiency of the surveys. Quality criteria and the necessary steps in the process to meet these criteria are set out both in the tender specifications and in the detailed planning of the survey process. Procedures for checking all aspects of the survey preparation, fieldwork and data processing and for collecting comprehensive documentation of how the quality criteria are met are established.

The impact of the surveys on policy making and the use of the data in research are monitored regularly. Information is gathered on how the surveys meet user needs. Furthermore, external quality assessments of the data and the survey processes are commissioned and published.

### 3.7 Data availability

Eurofound's policy about data availability is to make its questionnaires and datasets accessible to all the population. Questionnaires are published once field work is concluded. Datasets obtained from surveys are published in the next two years after field work is concluded.

### 3.8 Datasets

Eurofound's datasets and attached documents and materials are stored in the UK Data Service in Essex, UK. All the data is promoted online via their website: <http://discover.ukdataservice.ac.uk/>.

The data is available for free to everyone who intends to use it without commercial purposes. To use the data for commercial purposes a request must be forwarded to Eurofound in order to obtain an authorization.

### 3.9 Temporary evolution of the surveys

For the different surveys developed by Eurofound its calendar showing the different editions performed is explained in this chapter.

#### 3.9.1 European Working Conditions Survey (EWCS)

Eurofound has accomplished six surveys on the topic of working environment in Europe. These surveys, officially called European Working Conditions Survey, have been carried out in 1990/1991, 1995/1996, 2000, 2005, 2010 and 2015. Eurofound also surveyed acceding and candidate countries to accede Europe in 2001/2002.

The whole calendar of EWCS is shown below:

- **2015:** The 6<sup>th</sup> European Working Conditions Survey.
- **2010:** The 5<sup>th</sup> European Working Conditions Survey.
- **2005:** Fieldwork for the 4<sup>th</sup> European Working Conditions Survey.
- **2001/2002:** Survey of the acceding countries (new European Union member states) and candidate countries: 11,000 workers interviewed.
- **2000:** The 3<sup>rd</sup> European Working Conditions Survey, with 21,500 workers interviewed.
- **1995/1996:** The 2<sup>nd</sup> European Working Conditions Survey, with: 15,800 workers interviewed.
- **1990/1991:** The 1<sup>st</sup> European Working Conditions Survey. A short prototype survey which covered the 12 countries that were member states of the European Community (EC) at that time.

### 3.9.2 European Quality of Life Survey (EQLS)

The whole calendar of EQLS is shown below:

- **2012:** The 3<sup>rd</sup> survey overview report was launched and published on the 29<sup>th</sup> of November.
- **2011/2012:** Fieldwork for the 3<sup>rd</sup> survey was carried out in 34 countries (27 Member States and seven candidate or pre-accession countries).
- **2007:** Fieldwork for the 2<sup>nd</sup> survey was carried out in 2007.
- **2003:** The 1<sup>st</sup> survey was carried out in 2003, covering 28 countries (25 Member States and three candidate countries).

### 3.9.3 European Company Survey (ECS)

The whole calendar of ECS is shown below:

- **2015:** The 3<sup>th</sup> edition report was published in March 2015.
- **2013:** Latest fieldwork for the 3<sup>rd</sup> edition was carried out from February to May 2013 in 32 countries.
- **2009:** The 2<sup>nd</sup> survey was carried out in 2009.
- **2004/2005:** The 1<sup>st</sup> survey on working time and work-life balance policies in companies was carried out in the former EU15 and in six new Member States: Cyprus, the Czech Republic, Hungary, Latvia, Poland and Slovenia.

## 4. North Vs South comparison

In order to analyze the results from the EWC Surveys some questions dealing with safety and health of the working environment have been chosen. The questions have been selected focusing in the topic said and trying to find the most representative ones.

For the most of the questions the results from the 6<sup>th</sup> EWCS (2015) have been analyzed. But due to the fact that not all the data from this most recent survey are available yet, for some topics the results analyzed come from the 5<sup>th</sup> EWCS (2010) which are the most recent data available in those topics.

To depict the results they way chosen has been a comparison between northern and southern European countries. Three countries have been chosen for each group and compared between themselves and the EU's mean for each question. The results to the questions are presented in a graphic way to easily spot the differences between countries.

The aim of the north versus south comparison is to analyze if there is any significant trend recognizable in any of the groups or any notorious difference between them. These answers will be useful to deeply understand the state of working conditions in Europe taking into account the big diversity of such a big community as the European Union.

### 4.1 The 6<sup>th</sup> EWCS

Eurofound performed its latest European Working Conditions Survey (EWCS) in 2015. For the 6<sup>th</sup> edition of the survey Eurofound, in cooperation with IPSOS (a top market investigation company), interviewed more than 43,000 workers in 35 different European countries.

The 6<sup>th</sup> EWCS includes the 28 EU Member States, the five EU candidate countries (Albania, the former Yugoslav Republic of Macedonia, Montenegro, Serbia, and Turkey), Switzerland and Norway. That makes a total of 35 countries, which is the maximum number of countries ever covered by this survey.

The survey explores quality of work issues and provides information on exposure to physical and psychosocial risks, working time duration and organisation, employment status and contract, place of work, work organisation, work life balance and conciliation between work and life outside work, training



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and learning at work, voice at the workplace, health and well-being and earnings.

## 4.2 The 5<sup>th</sup> EWCS

The 5<sup>th</sup> European Working Conditions Survey (EWCS) fieldwork was performed in 2010 between January and June. Gallup Europe was the company in charge of carrying out the survey, which was, to that date, the widest in terms of number of countries surveyed.

Almost 44,000 workers were interviewed, covering 34 countries: EU27, Norway, Croatia, the former Yugoslav Republic of Macedonia, Turkey, Albania, Montenegro and Kosovo.

The questionnaire covered issues of precarious employment, leadership styles, workers' participation, general job context, working time, work organisation, pay, work-related health risks, cognitive and psychosocial factors, work-life balance and access to training.

## 4.3 Countries selected

In order to obtain valid and accurate results the selection of the countries has been done focusing on the countries to be as more representative as possible of its group.

For the group of countries representing the north of Europe, Germany, Finland and United Kingdom have been chosen. This selection tries to represent the geographical northern Europe countries. It also tries to represent the countries commonly addressed as northern in a sense of bigger and higher economical and technological impact.

For the group of countries representing the south of Europe, Spain, Italy and Portugal have been chosen. Same way as before, this selection tries to represent the geographical southern European countries and also southern countries in the sense of smaller and lower economical and technological impact.

## 4.4 Working life conditions

To achieve a good level of understanding for a deeper and clearer analysis of the results obtained in the survey a brief review of the working life profile of each country chosen is going to be explained.

On it will be introduced the key aspects of each country's work force and structure in the last years such as economic and labour market context, industrial relations context, pay and minimum wages and health and safety at work.

### 4.4.1 Germany

#### *Economic and labour market context*

Germany was only affected by the last financial and economic crisis in 2008 and 2009 (when it suffered a decrease of 7.2% of its Gross Domestic Product). Then in 2010 its economy started to grow.

The main sector that made this growing figures increase was private household consumption, followed by foreign trade, private and public investments, particularly construction and digitalization.

Since 2009 to 2014 the german total employment grew from 70.3% up to 73.8% reaching a record peak of 42.1 million employees. This rise was accompanied by a growth in part time jobs and a slight lowering in the gender employment gap. Youth unemployment also lowered from 11.1% in 2009 to a rate of 7.7% in 2014.

#### *Industrial relations context*

The German industrial relations system was shaped in the post world war II period in the West German and based on the mining, steel and metal industry and the public sector. After reunification the system was extended to East Germany. It grounds in large companies and historically rests on a strong trade-union membership rate of workers and close trade union-works council relations.

Due to the lack of large manufacturing companies in East Germany collective negotiation and works council coverage are significantly lower in the East than in West Germany.

An increase in employment in private service sectors and in female employment have been also important challenges to the industrial relations system as trade unions have had to develop new strategies for reaching female workers in service and care work.

The third big challenge has been the growth in non-standard forms of employment, mainly marginal part-time work, as a consequence of the labour market reforms in the early 2000s.

### *Pay: Minimum wages*

In 2014 a statutory minimum wage of €8.50 per hour was introduced. The Minimum Wage Act forms part of the Act on the Promotion of Collective Bargaining Autonomy covers all workers apart of workers covered by a sectoral minimum wage agreement, seasonal workers, workers aged 18 years or younger, trainees in vocational training or interns and long-term unemployed in the first six months of employment. Workers in postal delivery services receive a statutory wage of €7.50 rather than €8.50.

A Minimum Wage Commission is set up by the Federal Labour Minister and is composed by three trade union and three employer representatives, a chairman and two academic experts. The Commission is set up to determine future rises of the minimum wage level.

Sectoral minimum wage agreements may deviate from the statutory minimum wage. In 2015, 18 extended sectoral wage agreements were in place.

### *Health and Safety at work*

The Federal Institute for Occupational Safety and Health (*Bundesanstalt für Arbeitsmedizin und Arbeitssicherheit, BAUA*) has been carrying safety policies and campaigns on prevention that have succeed in declining workplace accidents in Germany. However this is not the only reason, because the trend is also related with the decline in manual manufacturing work during the last decade.

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For the period from 2008 to 2012 the table displayed in *Figure 5* shows the accidents at work's (with 4 or more working days lost) trend in Germany.

	2008	2009	2010	2011	2012
All accidents*	781,673	698,070	761,280	747,560	709,940
Percent change on previous year		-10.7%	9.1	-1.8%	-5.0
Per 1,000 employees	0.32	0.21	0.22	0.24	0.22

**Figure 5.** Accidents at work with 4 or more working days lost in Germany. From EurWork.

National statistics rest on data from the sectoral employers' liability associations (*Berufsgenossenschaften*), which record accidents at work causing an absence of four or more days and include data on farmers and agricultural workers.

Incidence rates are measured based on the number of accidents suffered by full-time workers (rather than the number of employees). According to SuGA (*Sicherheit und Gesundheit bei der Arbeit*), from 2010 to 2013 the accident rate decreased by 8.3% and the rate of fatal accidents by 10.1%.

Psychosocial risk at work is a major issue in Germany as mental disorders account for a growing number of days of absence from work and for long sickness leaves. The regulation ruling at the moment is the Occupational Safety and Health Act (*Arbeitsschutzgesetz, ArbSchG*) which since December 2013 stipulates that work may have detrimental effects on mental health and that work ought to be designed not to constitute such risks.

The implementation of the Act is supported by a new work programme on psychic health (2013 –2017) launched by the Joint German Occupational Safety and Health Strategy (*Gemeinsame Deutsche Arbeitsschutzstrategie, GDA*), a joint initiative by the national and the regional states and insurers.

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	2000	2005	2010
Work intensity: Working to tight deadlines at least a quarter of the time	69.2%	70.9%	72.6%
Long working hours: Working more than 10 hours once or more per month	30.2%	34.7%	34.3%
Discrimination: having been subjected to discrimination at work over the past 12 months	n.a	4.5%	7.8%

**Figure 6.** *Working conditions indicators affecting psychosocial risks in Germany. From EurWork.*

#### 4.4.2 Finland

##### *Economic and labour market context*

The financial crisis of 2008 caused the Finnish Gross Domestic Product (GDP) to fall by 8.3% in 2009, by 1.3% in 2013 and by 0.3% in 2014.

The Finnish labour market showed signs of recovery in 2010 and 2011. The employment rate was 68.7% in 2014 compared to the 71.1% rate in 2008. The unemployment rate was 8.7% in 2014, being 9.3% for men and 8.0% for women. Youth unemployment has remained high at 20.5% in 2014, although it decreased from 2009 rates of 21.5%.

The share of employees with a temporary contract in 2014 was 12.6% among men and 18.5% among women.

##### *Industrial relations context*

The Finnish industrial relations are very centralized: the trade union density was 75% in 2013 and the different trade unions and employers' organizations cooperate intensely. The collective bargaining coverage is over 90%. The Finnish system of collective bargaining started in 1940 as the labour market organizations recognized each other as negotiating partners.

Apart from employment issues, the Finnish labour market organizations are also key actors in developing other policy areas, for example the pension scheme. With a tradition of consensus, the government consults the social partners in detail over any proposed change to the laws that affect working life.

With the constraints of the financial crisis a national framework agreement was signed in 2011. During the last decade the social partners have increasingly engaged in mutual working life discussions during the agreement period, a practice called 'the continuous negotiation system'.

The industrial relations are now undergoing a structural change as the two biggest peak-level trade unions are planning to merge, with smaller union mergers also under discussion.

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*Pay: Minimum wages*

Finland does not have a statutory minimum wage but minimum wages are determined separately for each sector in collective agreements. The principle followed of general applicability of collective agreements ensures that employers that have not joined collective bargaining must agree with the national agreements that concern their field of economic activity.

*Health and safety at work*

The Occupational Safety and Health Act and the Occupational Health Care Act require the employer to protect the employees' safety and health and provide the health care and expert services needed for this. The Department for Occupational Safety and Health of the Ministry of Social Affairs and Health and the district administration for occupational safety and health oversees the compliance of these acts.

	2008	2009	2010	2011	2012
All accidents	44,737	34,316	35,741	40,302	34,821
Percentage change on previous year	n.a.	-23.3	4.2	12.8	-13.6
Per 1,000 employees	20.4	16.3	17.0	19.0	16.4

**Figure 7.** Accidents at work with 4 or more working days lost in Finland. From EurWork.

For the period from 2008 to 2012 the table in *Figure 7* shows accidents at work (with 4 or more working days lost) trend in Finland.

The main regulations concerning psychosocial risks at work is covered by the Occupational Safety and Health Act, which is related to occupational

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risks in both physical and mental health. The Act on Occupational Safety and Health Enforcement and Cooperation on Occupational Safety and Health at Workplaces regulates the conduct of the occupational safety and health authorities.

The statistics below show that around 71% of Finnish workers work in conditions of tight deadlines at least a quarter of their working time, which may cause stress-related problems. This is higher than the European average, which was 63.6% in 2010. Around half of the workers are also regularly subjected to long working hours, the second highest share in the EU. 9.2% of respondents (12.6% among women) reported having experienced discrimination at work during the 12 last months in 2010, which also exceeds the EU average.

	2000	2005	2010
Work intensity: Working to tight deadlines at least a quarter of the time	71.8%	73.6%	71.3%
Long working hours: Working more than 10 hours once or more per month	52.9%	51.7%	47.3%
Discrimination: having been subjected to discrimination at work over the past 12 months	n.a.	6.1%	9.2%

**Figure 8.** Working conditions indicators affecting psychosocial risks in Finland. From EurWork.



### 4.4.3 United Kingdom

#### *Economic and labour market context*

United Kingdom's Gross Domestic Product (GDP) increased by 2.3% in 2013, following the increases of 0.4% and 0.8% in 2011 and 2012. That suggested that the recovery was improving. However, the 2013 GDP was 5% lower than it was for 2008, and compared to the speed of the decline, the recovery trend has been slow.

The overall employment rate for 2014 was 71.9%, which showed a little increase from 2008 rate of 71.5%. The female employment rate for 2014 also increased, with a 67.1%, compared to the 65.8% for 2008. Male employment rates were more affected by the crisis, falling from 77.3% in 2008 to 74.8% in 2009. By 2014 the rate stood at 76.8%.

Temporary work accounted for 6.6% of employment in 2012 and involuntary temporary work increased by 149% between 2005 and 2012. In 2008 the total unemployment rate stood at 5.6%. This increased to 7.5% in 2009 and had a significant peak at 8.1% in 2011. In 2013 this rate lowered to 7.6%.

The male unemployment rate was 6.1% for 2008 and was at its highest point in 2011 at 8.7%. By 2014 this had fallen slightly to 6.4%. The female unemployment rate is lower than for males, although the pattern followed has been broadly similar, in 2008 the rate was 5.1% and it reached a peak of 7.4% in 2011. It remained at 7.4% in 2012 and by 2014 had fallen to 5.8%. The youth unemployment rate was 15.0% in 2008 and reached a notorious peak of 21.3% in 2011, then falling to 16.9% in 2014.

#### *Industrial relations context*

The system of industrial relations in the UK is traditionally characterized by voluntary relations between the social partners, with a minimal level of interference from the state. There is a high level of decentralization and a low level of coordination in relation to collective bargaining, with most of it done at the workplace or establishment level. Since 1999 statutory procedures have existed for establishing trade union recognition, though voluntary agreements have predominated.

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Throughout the 1980s the Conservative governments imposed legal restrictions for trade unions to engage in industrial action and privatized many areas of the public sector. Also during this time, many sectoral collective agreements in the private sector were dismantled and trade union membership fell notoriously.

Since 2010, when a coalition government was elected, the ability to challenge employer behaviour has been restricted: settlement agreements have been promoted, fees have been introduced to access the tribunal system and pre-claim conciliation must now be considered. Mediation has also been promoted as a mean of dispute resolution. Some of the previously established individual employment rights have been diminished, being the most important the increase in the qualifying period of service required before an employee can make a claim for unfair dismissal, which increased from one to two years.

#### *Pay: Minimum wages*

Since 1997, a national minimum wage exists in UK. The rate is set by the Low Pay Commission (LPC), which advises the government on low pay and recommends appropriate rates. There are four degrees of national minimum wage rates: the full adult rate, a 'development' rate for younger adults, a rate for workers aged 16 and 17 and a rate for apprentices.

Until 1st October 2010, the full adult rate applied from the age of 22 and the development rate applied to workers aged 18–21. From 1st October 2010, the full adult rate applies to workers aged 21 and over and the development rate applies to workers aged 18–20.

The current national minimum wage rates (since October 2015) are:

- The adult rate is GBP 6.70 per hour.
- The rate for 18- to 20-year-olds is GBP 5.30 per hour.
- The rate for 16- to 17-year-olds is GBP 3.87 per hour.
- The apprentice rate is GBP 3.30 per hour.

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*Health and safety at work*

The UK data indicate that the number of accidents has been falling since 2008. Between 2011 and 2012, accidents decreased in absolute terms by 8.5%, and from 6.4 to 5.9 per 1,000 employees.

	2008	2009	2010	2011	2012
All accidents	183,598	-	-	156,416	143,171
Percent change on previous year					-8.5
Per 1,000 employees	7.4			6.4	5.9

**Figure 9.** Accidents at work with 4 or more working days lost in United Kingdom. From EurWork.

The Health and Safety Executive (HSE) monitors risks at work and produce guides to deal with psychosocial risks. There are separate guidance documents on stress for organizations, managers and employees. In practice, collective agreements may cover issues such as workloads and rest periods and other issues that are psychosocial risk factors.

The data in the table of *Figure 10* indicates that of the psychosocial risk factors, high work intensity is the one that was most commonly experienced in UK from 2008 to 2012.

	2000	2005	2010
Work intensity: Working to tight deadlines at least a quarter of the time	67.0%	63.5%	68.2%
Long working hours: Working more than 10 hours once or more per month	37.9%	32.4%	34.9%
Discrimination: Having been subjected to discrimination at work over the past 12 months	-	5.2%	5.2%

**Figure 10.** Working conditions indicators affecting psychosocial risks in United Kingdom. From EurWork.

#### 4.4.4 Spain

##### *Economic and labour market context*

From 2008 to 2013, Spanish Gross Domestic Product (GDP) fell by 7%. The most pronounced drop was recorded in 2009 with -3.6%. There were some signs of recovery in 2010, when the GDP did not fall (0%). However, the following years proved that the Spanish economy had not recovered from the economic crisis: GDP fell by 0.6% in 2011, 2.1% in 2012, 1.2% in 2013 and 2% in 2014.

The deceleration of the interannual growth rates of the GDP in 2008 started to affect the labour market that same year, generating a trend of employment destruction that did not stop until 2014. From 2007 to 2013, the employment rate decreased from 65.8% to 54.8% and leveled out to 56.0% in 2014. The unemployment rate increased from 8.2% to 26.1%, with a slight decrease to 24.5% in 2014.

Women faced the crisis better than men during the first years of the recession. The unemployment gender pay gap decreased up to -0.4% in 2009. This reflects the fact that men were more represented in the sectors most affected by the crisis in those years, such as construction. But construction was not the only sector affected by the crisis effects, with activity areas such as education or public health badly affected as well.

Youth unemployment has dramatically increased from 18.1% in 2007 to 24.5% in 2008 and to 59.2% in 2014, attracting lots of political attention both in Spain and in Europe. The temporary work rate decreased from 31.6% in 2007 to 29.2% in 2008 and then to 23.2% in 2013, mainly because of the sudden increase of the rate of “junk” work, contabilized in a separated category.

##### *Industrial relations context*

Industrial relations in Spain during the 1980s were affected by the political transition from a dictatorship to a democracy, as well as a process of industrial and economic modernization in order to prepare the country for its integration into the European Community. During the first years of the transitional period, from 1978 to 1982, the unions accepted wage moderation in exchange for institutional recognition and deeper development of social and labour rights.

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In addition, it favoured some coordination and centralization of collective bargaining. However, the structure of collective bargaining, which started to become consolidated during those years, did not achieve a great degree of centralisation, with different agreements at national, regional and local level. This structure quite decentralized is still present today.

From 1986 to 1997, a period of crisis in 'social concertation' negatively affected collective bargaining. The most important problems at this time were the lack of coordination and the poor renewal of the rounds of collective bargaining. After 1997, social dialogue was revitalized during a period of economic and employment growth and from 1997 to 2008, different agreements were achieved.

The economic crisis that began in 2008 has strongly affected the industrial relations context. The Spanish system stood to the impact of the economic crisis relatively well in the first years, but the situation changed to worse dramatically after 2011, when two important reforms on collective bargaining rules were enacted by the government. Both reforms seemed to accept a common diagnosis formulated by different EU and Spanish institutions, which accused Spanish collective bargaining of being too rigid, avoiding companies to modify working arrangements in order to adjust to shocks.

The last reform approved in 2012 has affected some of the most important dimensions of the Spanish collective bargaining system such as continuation of agreements beyond expiry and the favourability principle.

### *Pay: Minimum wages*

The determination of the minimum wage is regulated in Article 27.1 of the Statute of Workers' Rights (*Estatuto de Derechos de los Trabajadores*). It establishes that the minimum wage will be determined taking into account the following four factors:

- The annual consumer prices index (*Índice de Precios al Consumo, IPC*).
- The national productivity average.
- The contribution of labour to the gross national income.
- The general economic context.

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However, it is not indicated how every factor has to be taken into consideration.

The amount of the minimum wage in 2012–2015 was as follows:

- 2012: €641.40 / monthly.
- 2013: €645.30 / monthly.
- 2014: €645.30 / monthly.
- 2015: €648.60 / monthly.

For this calculation months are accounted to have 160 working hours (40 working hours/week).

### *Health and safety at work*

According to Eurostat's figures on accidents at work, Spain has improved health and safety at work over the last few years. The number of accidents has continuously decreased since 2009 with the most pronounced drop recorded between 2009 and 2013.

	2008	2009	2010	2011	2012
All accidents	590,989	441,616	401,386	363,510	281,045
Percentage change on previous year	n.a.	-25.3	-9.1	-9.4	-22.7
Per 1,000 employees	35.2	27.9	25.9	23.7	19.4

**Figure 11.** Accidents at work with 4 or more working days lost in Spain. From EurWork.

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Spain does not have specific legislation on psychosocial risks. However, Law 31/1995, makes some references to these risks. For example, Article 4.7.d. states that the organization and management can affect the magnitude of the risks the workers are exposed to. Other provisions related to psychosocial risks are the duty to adapt the job to the person (Article 15.1.d) and the need to implement prevention actions in a coherent plan that integrates technology, work organization, working conditions, social relations and the influence of environmental factors at work (Article 15.1.g). The Labour and Social Security Inspectorate is in charge of enforcing these provisions.

The data in the table below indicates that among all the psychosocial risk factors, high work intensity was the one most commonly experienced in Spain between 2008 and 2012.

	2000	2005	2010
Work intensity: Working to tight deadlines at least a quarter of the time	44.5%	55.1%	54.1%
Long working hours: Working more than 10 hours once or more per month	26.4%	27.2%	19.9%
Discrimination: Having been subjected to discrimination at work over the past 12 months		2.1%	4.5%

**Figure 12.** Working conditions indicators affecting psychosocial risks in Spain. From EurWork.

#### 4.4.5 Italy

##### *Economic and labour market context*

In 2014, the Italian Gross Domestic Product (GDP) growth was at a rate of 0.8%, after having contracted a 3% over the period from 2008 to 2013. The employment rate decreased 3% to 55.7% in 2014, as a result of a 5.5% reduction among males (64.7%) and a smaller decrease among women (0.4%) to reach a rate of 46.8%.

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The unemployment rate increased from 6.7% in 2008 to 12.7% in 2014 with almost the same increase for men (+5.4%) and for women (+5.3%). However women still have higher unemployment rates with 13.8% versus 11.9% for men. The unemployment rate reached 42.7% among young people between 15 and 24 years old in 2014. In the same age group, 22.2% of people are not in employment, education, or training.

Over the 2008–2013 period, the incidence of open-ended contracts in total employment grew by 0.7% to 65.3%, while fixed-term contracts were stable at 9.9% and the rate of self-employed workers decreased by 0.8% to reach a rate of 24.7%.

### *Industrial relations context*

The Italian industrial relations framework has suffered numerous changes in the last years, Looking for an increasing role of second-level bargaining and a closer link between wages and productivity. These developments, supported and incentivized by the government, often divided unions, with Italian General Confederation of Labour (*Confederazione Generale Italiana del Lavoro, CGIL*) criticizing the risk of deconstruction of the collectively agreed rules.

Even if, due to the economic crisis, social partners decided to establish new forms of cooperation, in some situations industrial relations are still conflictive. The whole industrial relations system appears to be searching for a new structure more focused on strengthening decentralized-level agreements for better suiting company/territorial issues.

At the moment, national-level agreements remain the main source of regulation. Recently, new institutions have been created with the aim of better supporting both workers and employers when production levels decrease and working activity must be suspended or reduced. Also bilateral institutions try to support crisis situations by enhancing workers' skills and long-term training.

In 2014, Confindustria and the three most representative national trade unions signed a new cross-sectoral agreement, called '*TU 2014*', which regulates social partners' representativeness, collective bargaining procedures and the effectiveness of national/decentralized collective agreements.



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*Pay: Minimum wages*

The Italian legislation does not establish a minimum wage. The minimum wage is determined by the National Cooperative Business Association (NCBAs) which set out minimum standards for the different categories it covers. In the absence of an agreement or mutual consent between the employer and the employee, wages and salaries may be determined by courts according to precedents and related activities. Local company-level agreements may improve these standards through provisions on issues such as rates, performance bonuses and bonuses on productivity.

Wages and salaries of all workers are normally paid on a monthly basis and employees may receive various additional wage elements: additional monthly salaries (13 and 14 monthly salaries), special rates (for overtime, night, and holiday work), performance and productivity bonuses and others benefits and bonuses.

The Italian government has recently proposed to introduce a new bill to fix the minimum wage by law.

*Health and safety at work*

According to Eurostat the number of accidents at work in Italy has decreased during the current crisis period both in absolute numbers and compared to employment rates.

	2008	2009	2010	2011	2012
All accidents	399,689	384,274	362,385	321,084	274,040
Percentage change on previous year		-4.1	-5.5	-11.4	-14.7
Per 1,000 employees	23	22.3	21.3	18.7	16

**Figure 13.** Accidents at work with 4 or more working days lost in Italy. From EurWork.

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Article 2087 of the Civil Code sets as a general rule that the employer shall implement all necessary measures to guarantee each employee's health and safety while in the workplace, taking into account peculiarities, experience, and skills involved.

Among the main obligations of the employer concerning health and safety at work are to prepare a document containing the potential risks related to the activity of the company, to arrange the Prevention and Protection Service (*Servizio di Prevenzione e Protezione*) and appoint the person in charge of it and to adapt workplaces in compliance with the law.

The data in the table below indicates that among all the psychosocial risk factors, high work intensity was the one most commonly experienced in Italy between 2000 and 2010.

	2000	2005	2010
Work Intensity: Working to tight deadlines at least a quarter of the time	52.6%	59.2%	56.9%
Long working hours: Working more than 10 hours once or more per month	33.5%	35.8%	23.5%
Discrimination: having been subjected to discrimination at work over the past 12 months	Na	3.5%	3.4%

**Figure 14.** Working conditions indicators affecting psychosocial risks in Italy. From EurWork.

#### 4.4.6 Portugal

##### *Economic and labour market context*

The economic crisis had a serious impact on the Portuguese economy. Since 2005 the Portuguese Gross Domestic Product (GDP) has been changing systematically from positive to negative rates. In 2009 the GDP reached its lowest figure (-3.6%), followed by a significant increase in 2010 (4.3%) and a new decrease in 2011 (-1.5%). Since 2011 the decrease of GDP slowed down, coming close to zero in 2013 and in 2014 GDP increased 2.9%.

The employment rate has been declining over the years, from 68% in 2008 to 62.6% in 2014. Men are more affected by the negative effects of the economic crisis in Portugal with male employment decreasing by 8% between 2008 and 2014, reaching 68.2% in 2014. This trend has been parallel to a fast increase in the unemployment rate. In 2014, 14.8% of people were unemployed (14.5% for women and 13.5% for men), 5.2% more than in 2008. Among young people (less than 25 years) unemployment was at a rate of 34.7% in 2014, which was 11.2% more than the EU28 average.

Between 2008 and 2014, the number of employees with open-ended and fixed-term contracts dropped by 6.9% and 11.4%, respectively. In addition, the number of the other types of contracts (seasonal work, isolated tasks, occasional work and service provision) decreased by 25.6%.

##### *Industrial relations context*

In Portugal, since democracy was established industrial relations have been characterized by strong conflicts and a deep political division in the trade union movement. The largest union confederation, the CGTP-IN (*Confederação Geral dos Trabalhadores Portugueses – Intersindical Nacional*), cultivates a profoundly anti-capitalist discourse and a conflicted strategy in relation to employers and governments. The consensus-oriented union confederation UGT (*União Geral de Trabalhadores*) opposes this strategy and tries to establish a more cooperative model of industrial relations.

The comprehensive framework of collective agreements created after the democratic revolution in 1974–1975 entered a crisis when the liberalization and opening of the Portuguese economy (after the entry into the European Community in 1986) created growing competitive pressures on companies.

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Employers demanded a profound review of the existing agreements, but most trade unions rejected substantial changes and a legal 'rule of continuity' protected their agreements. The Labour Code adopted in 2003 tried to end this deadlock by allowing employers to withdraw unilaterally from existing agreements, but due to loopholes in the new legislation, this did not work out in many cases. Then in 2009 a well prepared revision of the Labour Code fixed this problem.

The period of successful social concertation in several areas such as labour legislation, minimum wage or pensions suddenly ended with the signature and implementation of the Memorandum of Understanding (MoU). Nowadays government unilateralism and a deep crisis in collective bargaining are the most important features of industrial relations in Portugal.

### *Pay: Minimum wages*

The statutory minimum wage was created in Portugal during the democratic revolution of 1974 and it is set by the government after consultation with the social partners. There are no fixed rules or permanent expert committees. Until 2011, the increases usually took place at the start of every year.

In 2006, an agreement was signed by the government and all union and employers' confederations stipulating that the minimum wage would be increased until 2011 at a faster rhythm than the increase of collectively agreed wages. The aim was to reach €500 per month in 2011, but the escalation of the crisis stopped the process at €485 in 2011 when the government imposed a freeze of the minimum wage. Last agreement was signed in 2014, when the trade union confederation UGT signed a tripartite agreement to increase the minimum wage to €505.

### *Health and safety at work*

The number of accidents at work involving an absence of four or more days from work decreased in Portugal between 2008 and 2012.

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	2008	2009	2010	2011	2012
All accidents	145,666	133,100	124,738	121,730	109,511
<i>Percent change on previous year</i>		-8.6	-6.3	-2.4	-10
<i>Per 1,000 employees</i>	38.0	35.6	33.5	33.1	31.2

**Figure 15.** Accidents at work with 4 or more working days lost in Portugal. From EurWork.

Law 102/2009 of 10 September stipulates in the Article 15 that employers must ensure that exposure to psychosocial risks is limited and that the safety and health of workers is not at risk.

Some campaigns about psychosocial risks in the workplace have been implemented by the Working Conditions Authority (*Autoridade para as Condições do Trabalho, ACT*). The Working Conditions Authority is the public body responsible for promoting improved working conditions and for promoting occupational risk prevention policies, in close coordination with social partners.

The table in *Figure 16* shows that in Portugal exposure to time pressure (work intensity) has been the main psychosocial risk factor between years 2000 and 2010.

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	2000	2005	2010
Work intensity: Working to tight deadlines at least a quarter of the time	30.2	53	40.6
Long working hours: Working more than 10 hours once or more per month	23.2	28.3	21.5
Discrimination: Having been subjected to discrimination at work over the past 12 months		4.9	3.9

**Figure 16.** Working conditions indicators affecting psychosocial risks in Portugal. From EurWork.

## 4.5 Questions

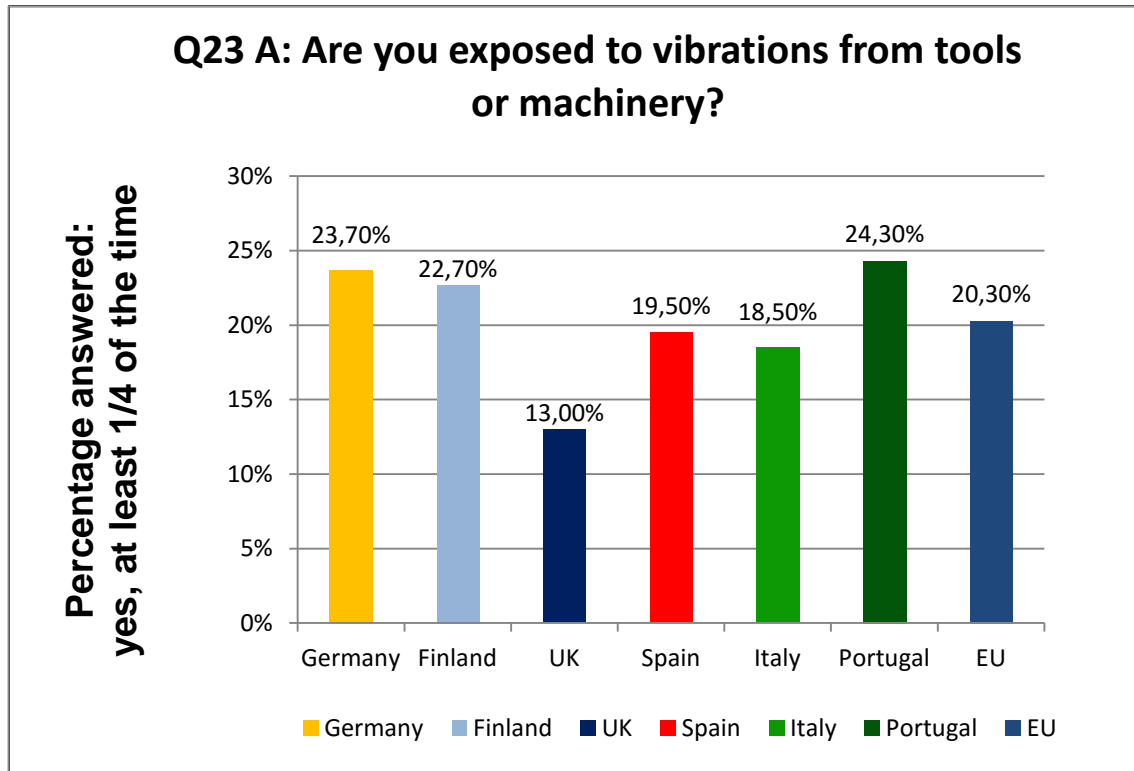
The results for the questions selected of the 5<sup>th</sup> and the 6<sup>th</sup> European Working Conditions Survey are shown in this chapter, differentiating the questions in three groups:

- Questions about exposure to vibrations, noise, tobacco and harmful substances, analyzing 2015 data from the 6<sup>th</sup> EWCS.
- Questions about ergonomics and exposure to harmful positions or movements , analyzing 2015 data from the 6<sup>th</sup> EWCS.
- Questions about risks information and risks perception , analyzing 2010 data from the 5<sup>th</sup> EWCS.

### 4.5.1 Questions about exposure to vibrations, noise, tobacco and harmful substances

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***Q23 A: Please tell me, are you exposed at work to vibrations from hand tools, machinery, etc?***



**Chart 1.** Q23 A: Are you exposed to vibrations from tools or machinery? Data from the 6<sup>th</sup> EWCS (2015).

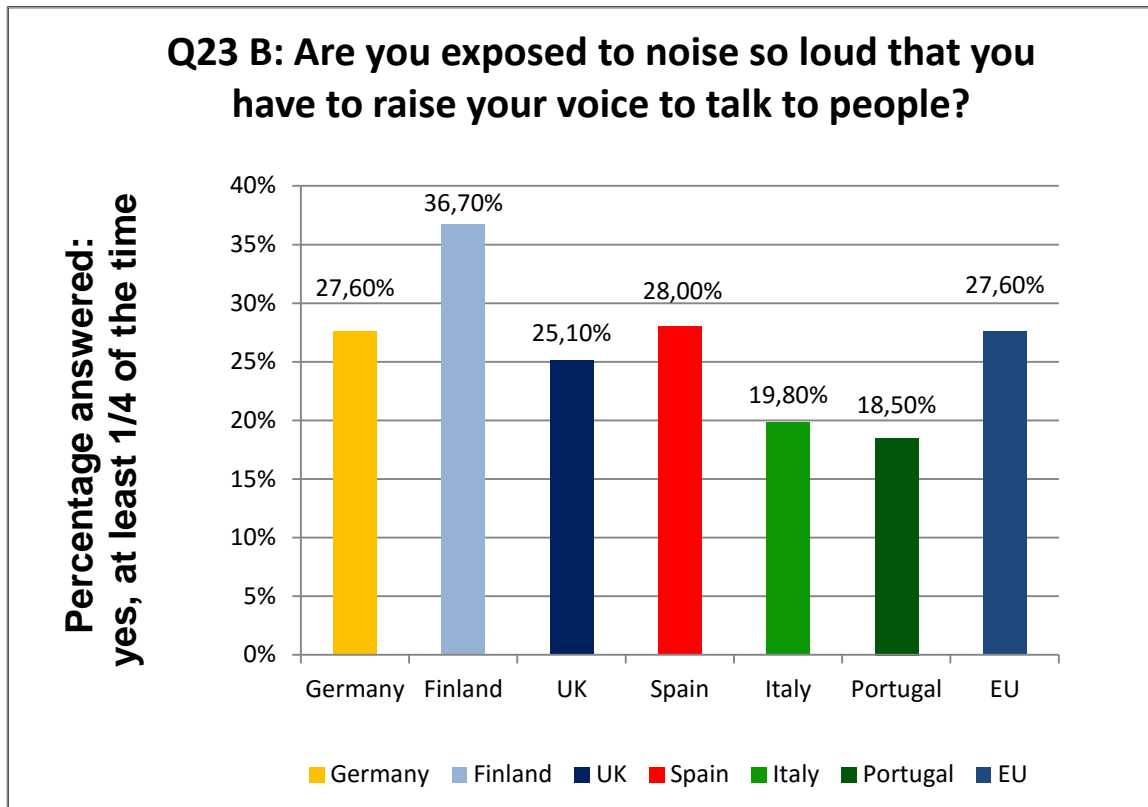
Exposure to vibrations from machinery or tools is a common disturbance in most kind of factories. The EU mean shows that 20.30% of the European working population suffers vibrations while working at least a quarter of the time.

Some differences can be spotted between northern European and southern European countries. Northern countries have higher values (around 3%) than the EU mean with the exception of UK, and southern European countries' rates are slightly below the mean with the exception of Portugal, 4% above it.

It stands out the UK case with a percentage of only 13.00% which lower in 7.30 points the EU mean.

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***Q23 B: Please tell me, are you exposed at work to noise so loud that you have to raise your voice to talk to people?***



**Chart 2.** Q23 B: Please tell me, are you exposed at work to noise so loud that you have to raise your voice to talk to people? Data from the 6<sup>th</sup> EWCS (2015).

Loud noise is other common problem that workers in factories and public services have to face every day. Apart from the health problems caused by it, sound disturbances can be a source of distractions making workers less efficient and lowering their productivity.

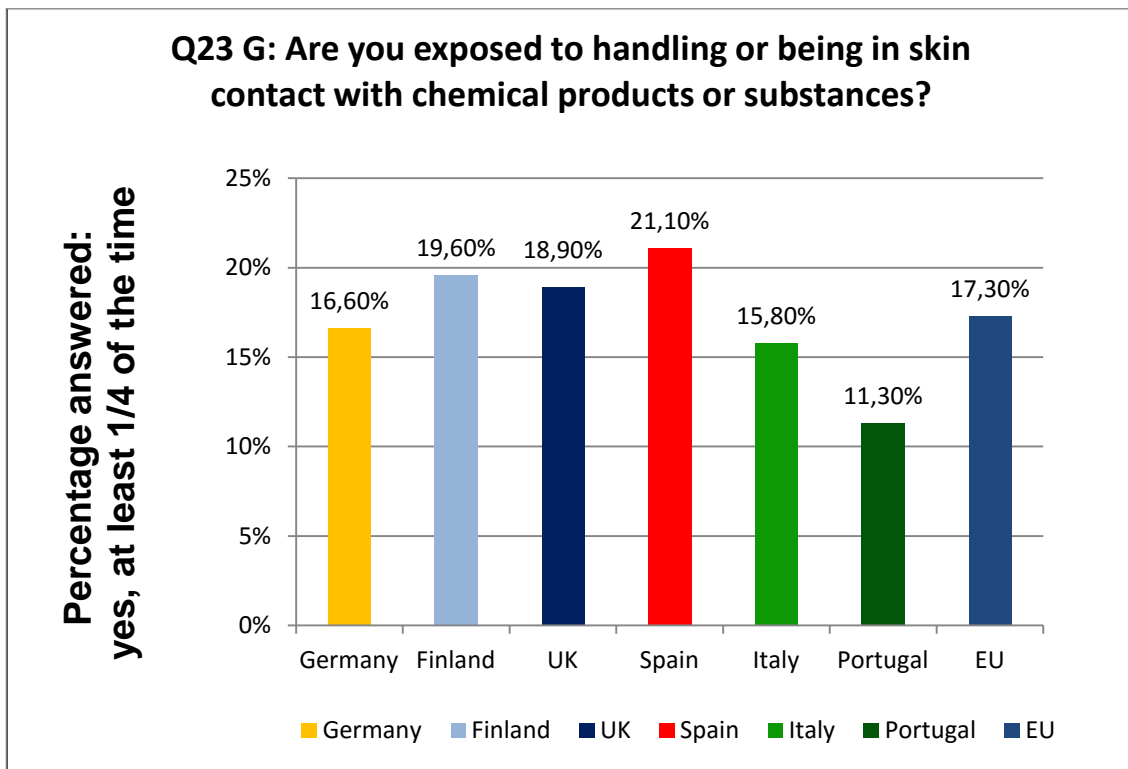
The EU mean shows a result of 27.60% with Germany, UK and Spain really near it. Finland shows the higher result with the 36.70% of its working population exposed to high levels of noise at least one fourth part of the time. In the other hand, Italy and Portugal stand out for their low levels with rates of 19.80% and 18.50% respectively.

It can be seen than in this issue the difference between northern and southern countries is easily noticeable, southern countries having better overall results.



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***Q23 G: Please tell me, are you exposed at work to handling or being in skin contact with chemical products or substances?***



**Chart 3.** Q23 G: Are you exposed to handling or being in skin contact with chemical products or substances? Data from the 6<sup>th</sup> EWCS (2015).

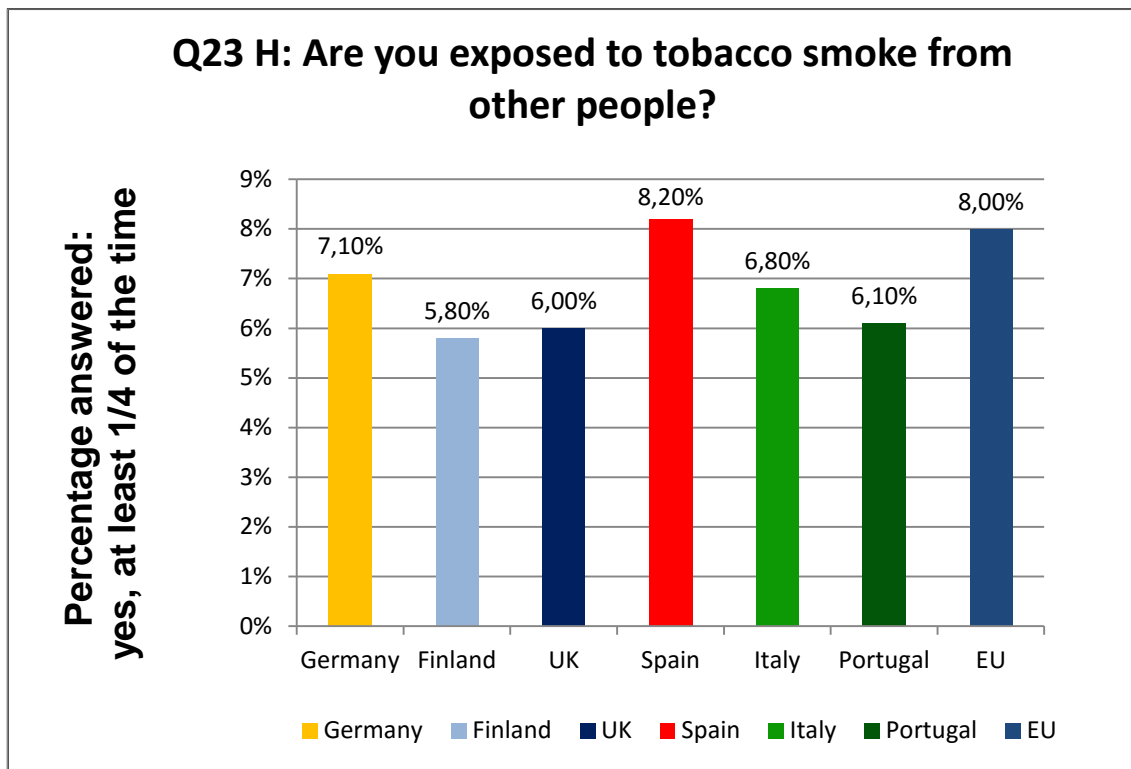
The EU mean shows that the 17.30% of the European working population is exposed to handling or being in skin contact with chemical products or substances at least the fourth part of their working time.

Italy and Portugal are below the EU mean in this issue with Spain breaking this trend and obtaining the highest rate at 21.10%. With this results southern European countries have both the highest and the lowest rate, with Spain at the maximum peak and Portugal at the best position with a rate of 11.30%.

The northern countries are above EU, in the case of Finland with a a rate of 19.60% and UK with a rate of 18.90%. Germany's rate is slightly below the EU mean at 16.60%.

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***Q23 H: Please tell me, are you exposed at work to tobacco smoke from other people?***



**Chart 4.** Q23 H: Are you exposed to tobacco smoke from other people? Data from the 6<sup>th</sup> EWCS (2015).

The exposure to tobacco smoke is an issue that has been managed to decrease in the last two decades but still is an actual problem.

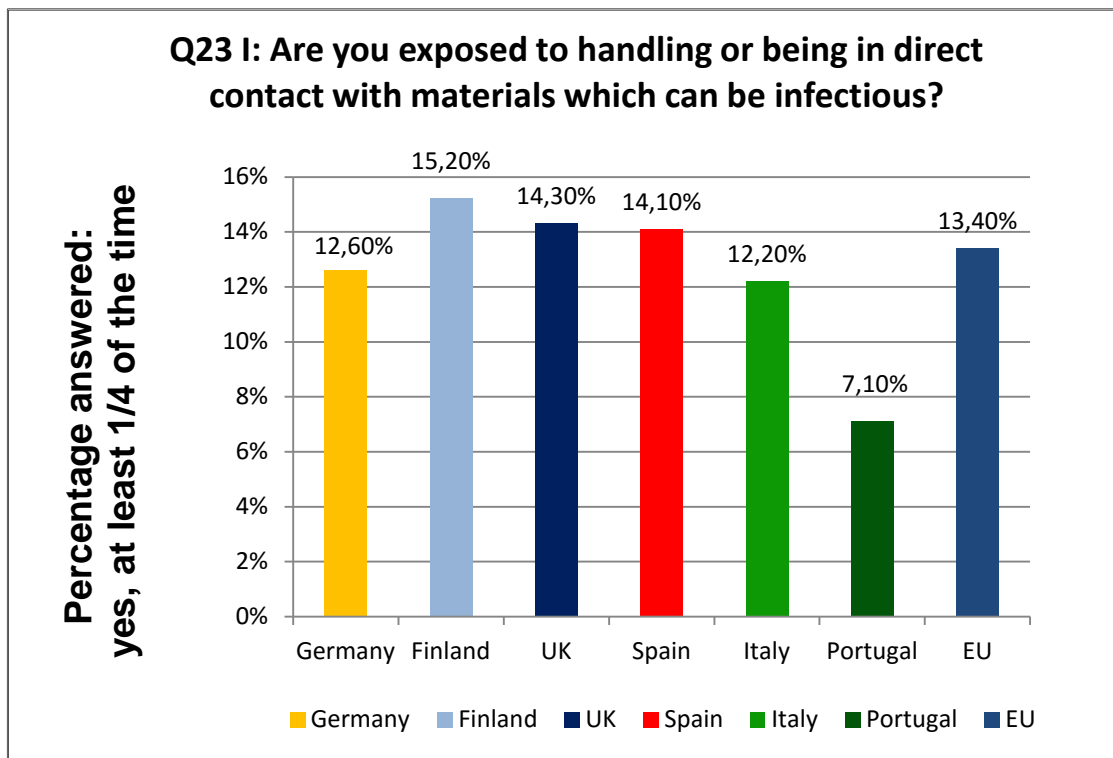
The European mean shows that the 8.00% of the European working population is exposed to tobacco smoke at least one quarter of their working time.

Spain is the only country which result is above the EU mean with a rate of 8.20%. Except for its case, the rest of the countries analyzed are around 1% and 2% below the EU mean.

Even if all the rates, of both northern and southern European countries, are in a very similar range, it can be appreciated that southern countries are at slightly higher rates than northern countries.

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**Q23 I: Please tell me, are you exposed at work to handling or being in direct contact with materials which can be infectious, such as waste, bodily fluids, laboratory materials, etc?**



**Chart 5.** Q23 I: Are you exposed to handling or being in direct contact with materials which can be infectious? Data from the 6<sup>th</sup> EWCS (2015).

Being in contact with materials potentially infectious is a critical issue in terms of safety at work in any economical sector and it is really surprising how high some of the results obtained are.

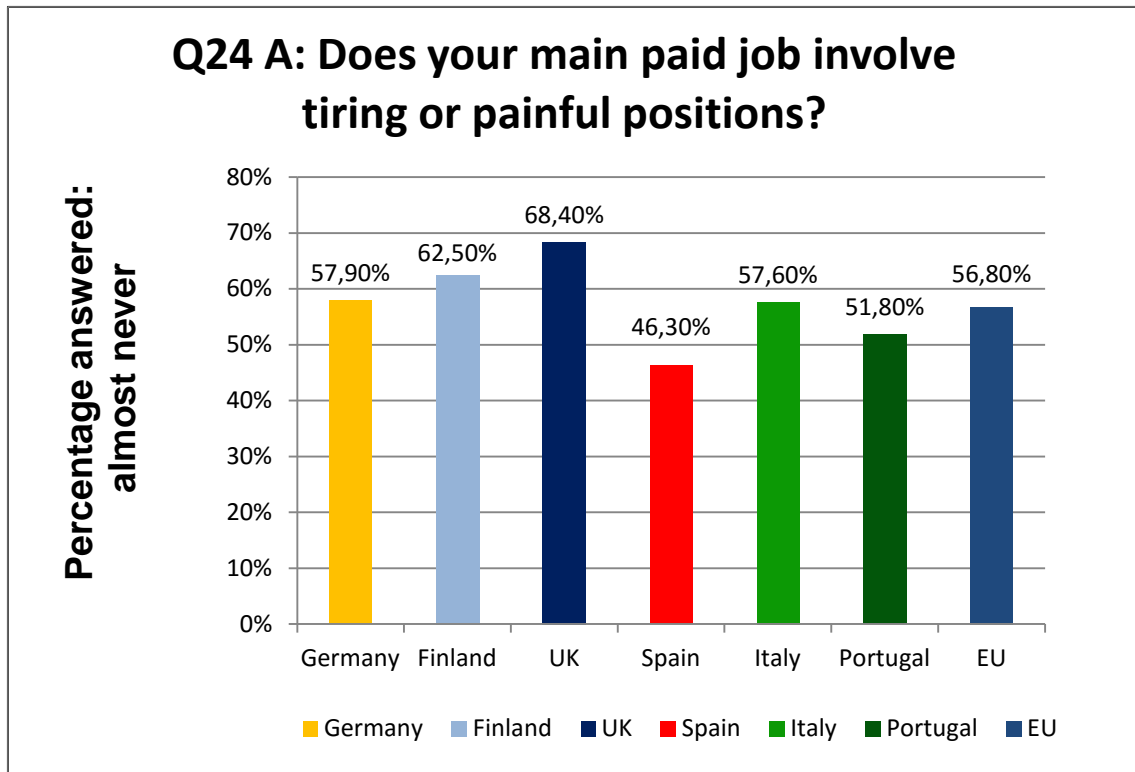
Finland and UK are above the European mean, which stands at 13.40%, with the 15.20% and the 14.30% of their working population in contact with potentially infectious materials at least one fourth part of their working time. UK stands slightly below the EU mean with a rate of 12.60%.

Southern countries are quite better located in this graph even with Spain's rate at 14.10%, a bit higher than the EU mean. Italy rate is at 12.20% and Portugal is at the lowest peak with 7.10%.

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#### 4.5.2 Questions about ergonomics and exposure to harmful positions or movements

**Q24 A: Please tell me, does your main paid job involve tiring or painful positions?**



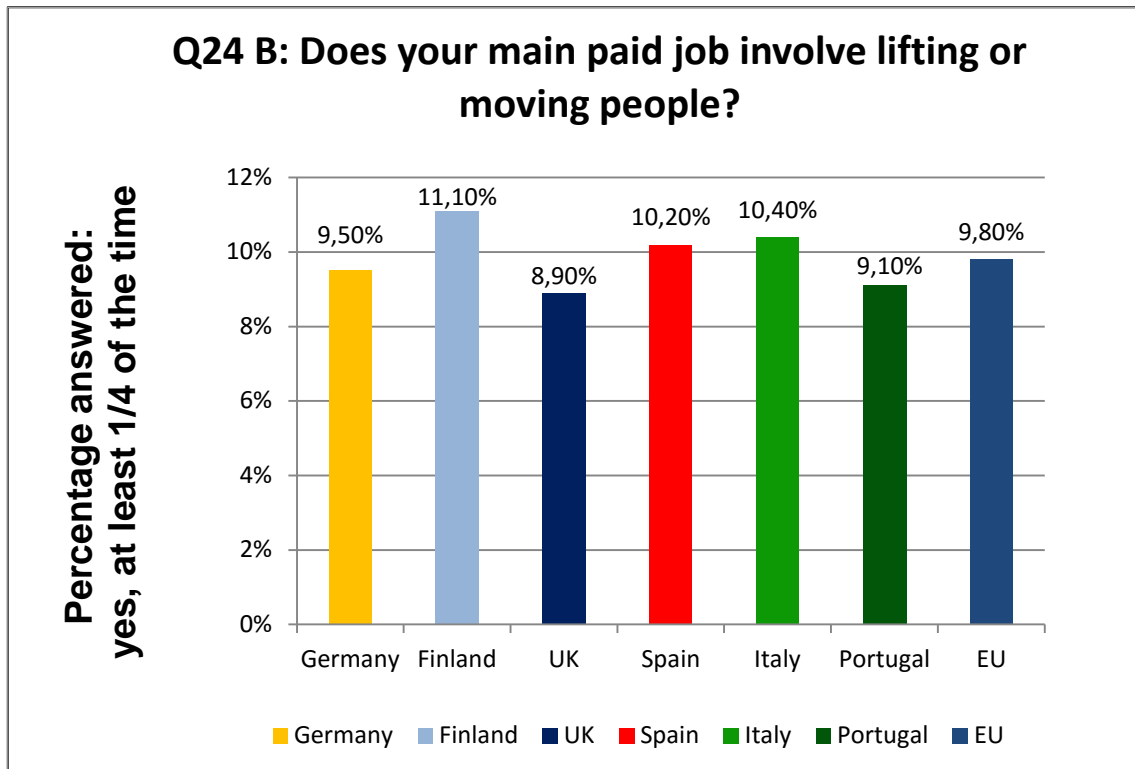
**Chart 6.** Q24 A: Does your main paid job involve tiring or painful positions? Data from the 6<sup>th</sup> EWCS (2015).

This graphic shows the percentage of workers whose job almost never (less than ¼ of the working time) involves tiring or painful positions. This issue can be a dramatic problem leading to companies with workers frequently injured or working less and worse than expected.

The results show an important difference between northern and southern European countries. Northern European countries got really high percentages with 57.90% for Germany, 62.50% for Finland and 68.40% for UK, whereas the EU mean stands at 56.80%. In the other hand, southern European countries are below the EU mean with rates of 46.30% for Spain, 51.80% for Portugal and the exception of Italy that remains slightly above the EU mean at a rate of 57.80%.

June 2016

***Q24 B: Please tell me, does your main paid job involve lifting or moving people?***



**Chart 7.** Q24 B: Does your main paid job involve lifting or moving people? Data from the 6<sup>th</sup> EWCS (2015).

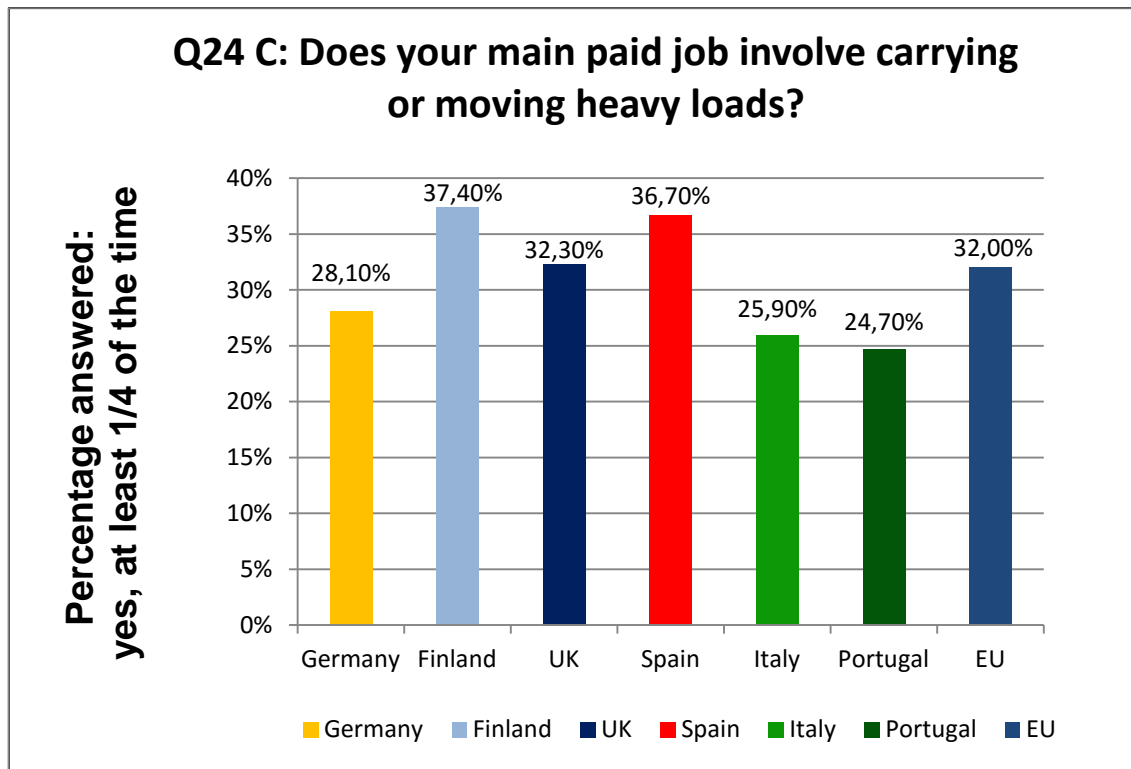
Lifting or moving people can be a really tough task ending up with health problems such as back or arms sores impeding workers to properly carry out their roles.

There is not a huge gap between northern and southern European countries, but the results are better for the northern countries with the exception of Finland that has the highest rate at 11.10%. The EU mean stands at 9.80% with Germany, UK and Portugal below it with rates of 9.50%, 8.90% and 9.10% respectively.

Appart from the case of Finland, for this issue al the countries analyzed are, above or below, really near the EU mean.

June 2016

***Q24 C: Please tell me, does your main paid job involve carrying or moving heavy loads?***



**Chart 8.** Q24 C: Does your main paid job involve carrying or moving heavy loads? Data from the 6<sup>th</sup> EWCS (2015).

Carrying or moving heavy loads is one of the main complains among workers. Without the proper technique and mechanical help it can be a very tough task that requires big amounts of energy and can be also very harmful.

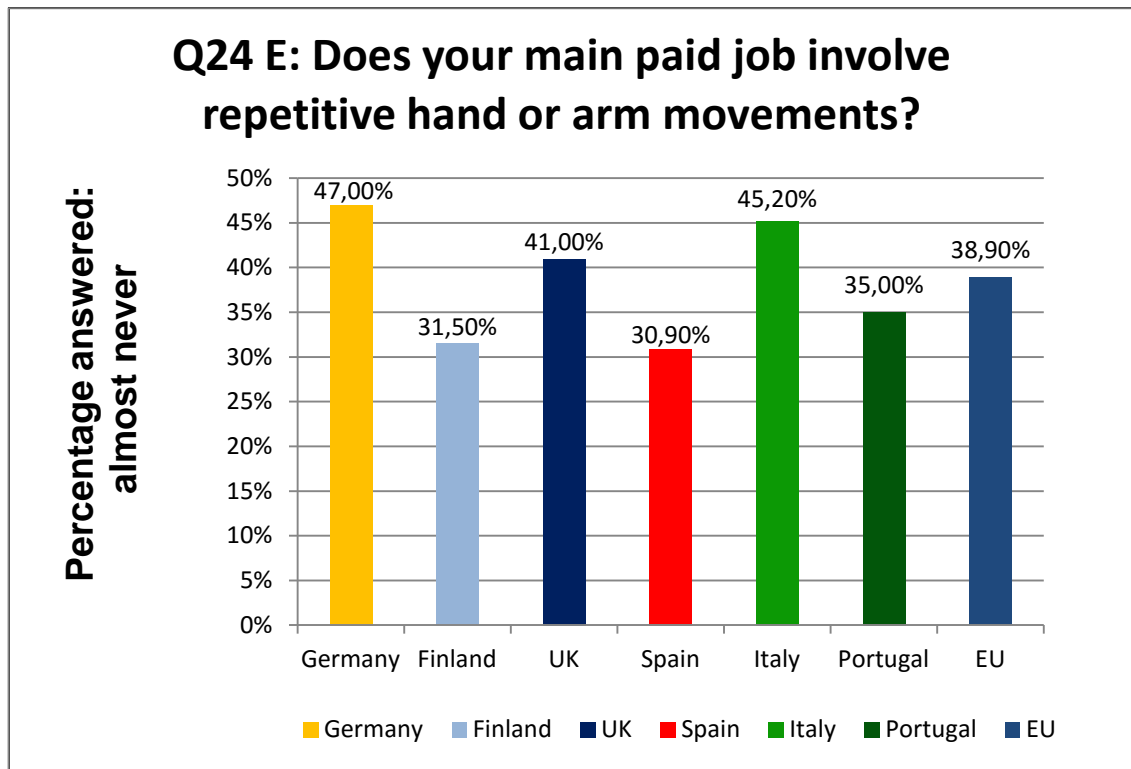
However, the EU mean is quite high on this issue, showing the 32.00% of the European working population is required to carry or move heavy loads at least one fourth of their working time.

Finland and Spain have the higher rates with 37.40% and 36.70% respectively. Germany and UK are around the EU mean, while Italy and Portugal show good results with rates of 25.90% and 24.70% respectively.

Comparing to northern European countries, for this question southern European countries have better results even with Spain almost 5 points above the EU mean.

June 2016

**Q24 E: Please tell me, does your main paid job involve repetitive hand or arm movements?**



**Chart 9.** Q24 E: Does your main paid job involve repetitive hand or arm movements? Data from the 6<sup>th</sup> EWCS (2015).

Jobs involving repetitive hand or arm movements are very monotonous and make the worker lose interest on the task and pay less attention than required. This issue is also a high source of injuries with all the consequences this has. Given that, the results obtained for this question are pretty negative, showing that only the 38.90% of the European working population are almost never (less than  $\frac{1}{4}$  of the working time) exposed to repetitive movements.

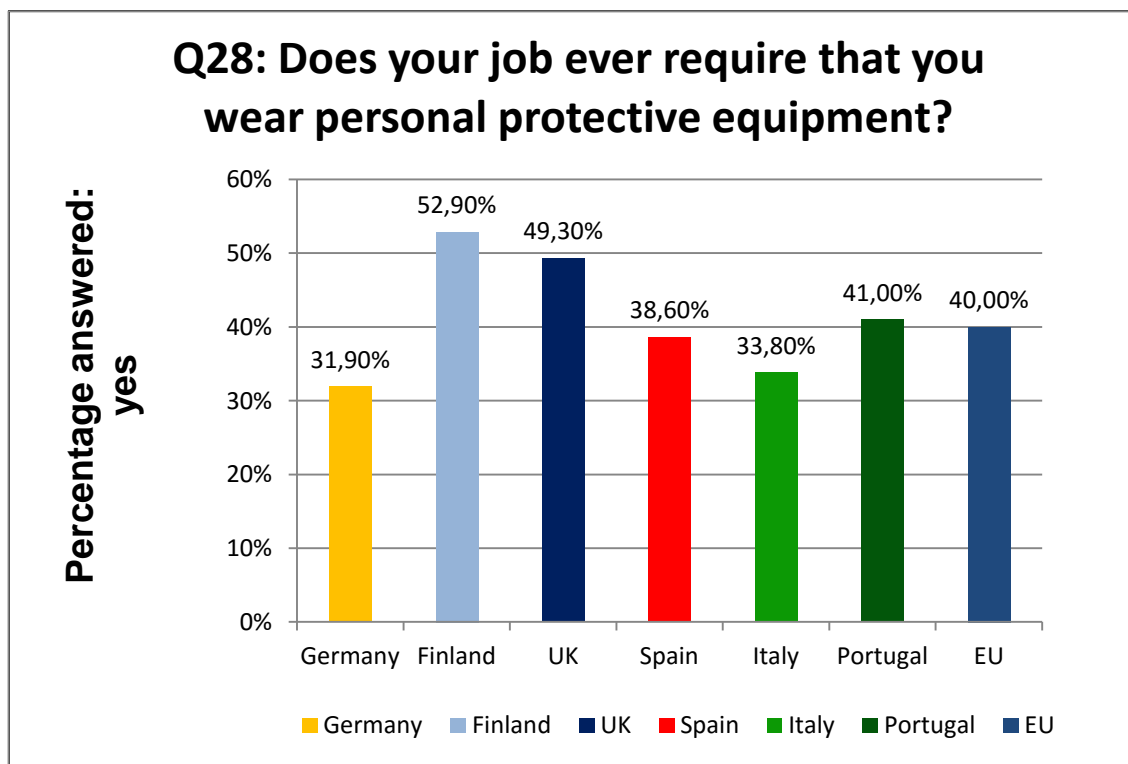
The best results are obtained by the southern European countries with Spain at the lowest rate with 30.90%. Portugal remains below the EU mean too with a rate of 35.00% and Italy, breaking the trend, is 6 points above the EU mean at a rate of 45.20%.

Among the northern European countries the only good result is for Finland with a rate of 31.50%. In the other hand UK is 2 points above the EU mean and Germany is at the highest peak with a rate of 47.00%.

June 2016

#### 4.5.3 Questions about risks information and risks perception

**Q28: Does your job ever require that you wear personal protective equipment?**



**Chart 10.** Q28: Does your job ever require that you wear personal protective equipment? Data from the 5<sup>th</sup> EWCS (2010).

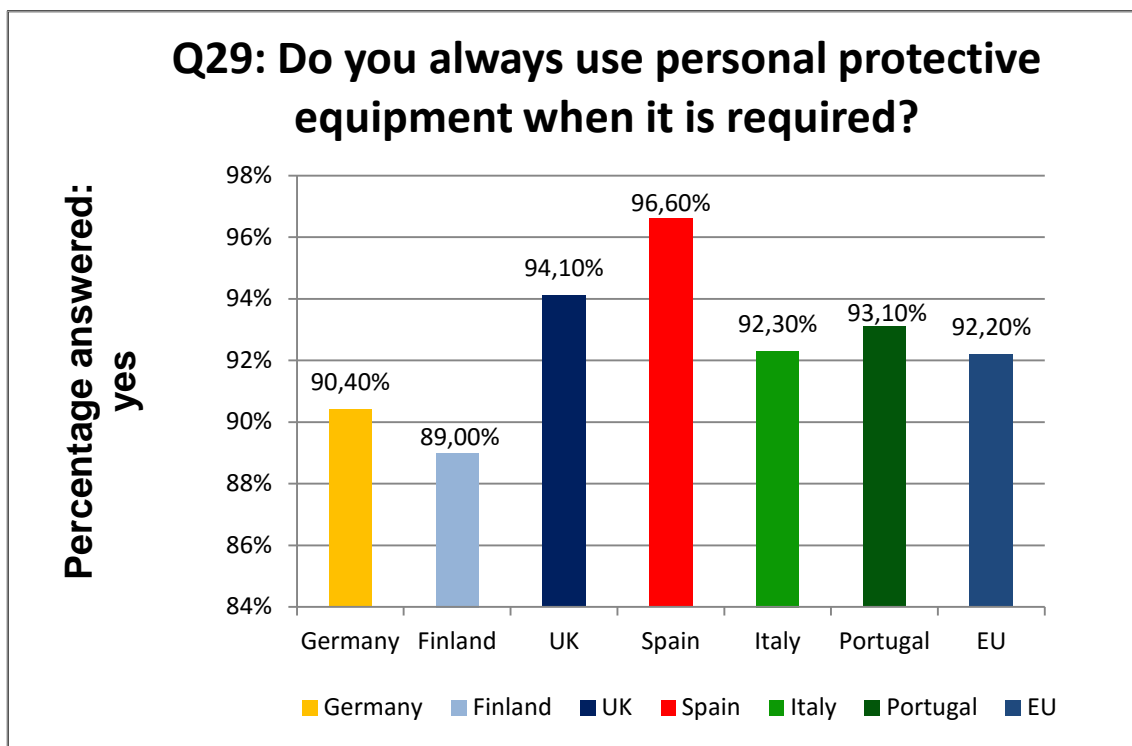
This question is useful to get a deeper grasp about how common risky jobs are in each country.

With the EU mean set at a level of 40.00% of the jobs involving wearing personal protective equipment, Finland and UK stand out for being the highest values with 52.90% and 49.30% respectively. These results indicate a high level of jobs involving some kind of physical risk.

Spain, Italy and Portugal got much lower results with 38.60%, 33.80% and 41.00% for each respectively.



June 2016

**Q29: Do you always use personal protective equipment when it is required?**

**Chart 11.** Q29: Do you always use personal protective equipment when it is required? Data from the 5<sup>th</sup> EWCS (2010).

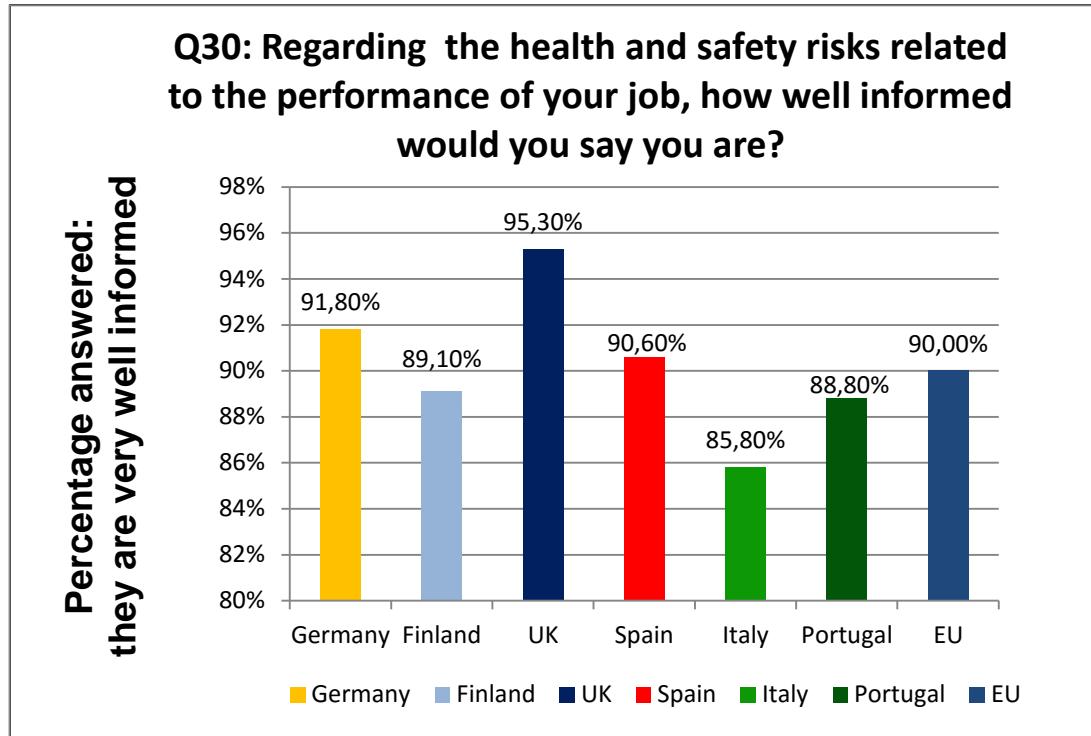
The results for this question can provide an answer to how involved are workers in protecting their own safety and respecting safety rules at work.

The EU mean shows that the 92.20% of the European working population wear protective equipment when required, which is a good percentage even if safety and health policies aim for the total working population to follow strictly safety rules at work in order to prevent accidents and injuries.

Spain's rate is the highest with a 96.60% showing that the particular efforts made in this field have given good results. UK also stands in that trend with a rate of 94.10%.

June 2016

**Q30: Regarding the health and safety risks related to the performance of your job, how well informed would you say you are?**



**Chart12.** Q30: Regarding the health and safety risks related to the performance of your job, how well informed would you say you are? Data from the 5<sup>th</sup> EWCS (2010).

Workers being well informed about the potential risks that are involved in their jobs is the first step to achieve good results in terms of lowering accident rates and achieving good levels of safety at work.

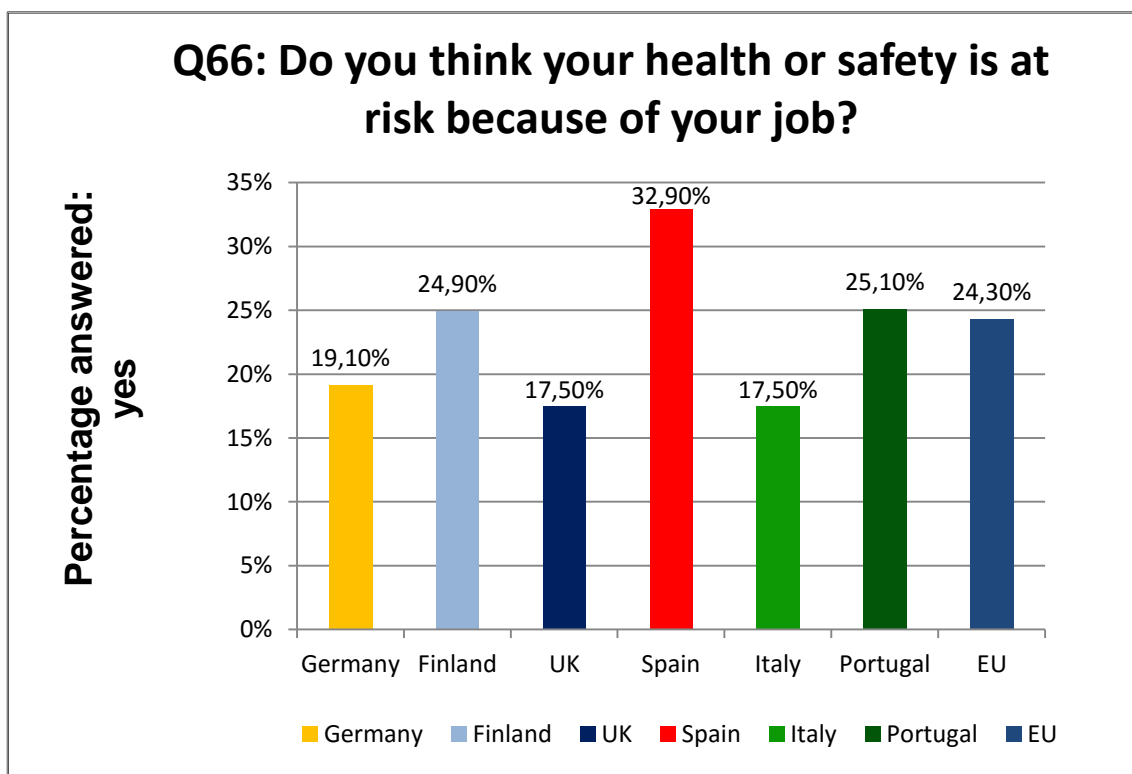
The results show that EU mean is at a rate of 90.00% which is a high percentage, therefore a good result. Even though European and particular countries' policies about safety risks at work aims for the total European working population to know exactly the risks involved in its job.

UK stands out for its good result with the highest percentage at 95.30%, showing that its efforts in information have paid off.

Southern European countries have worse results in these questions only with Spain slightly above the EU mean indicating that more efforts should be done in getting every worker informed about safety risks.

June 2016

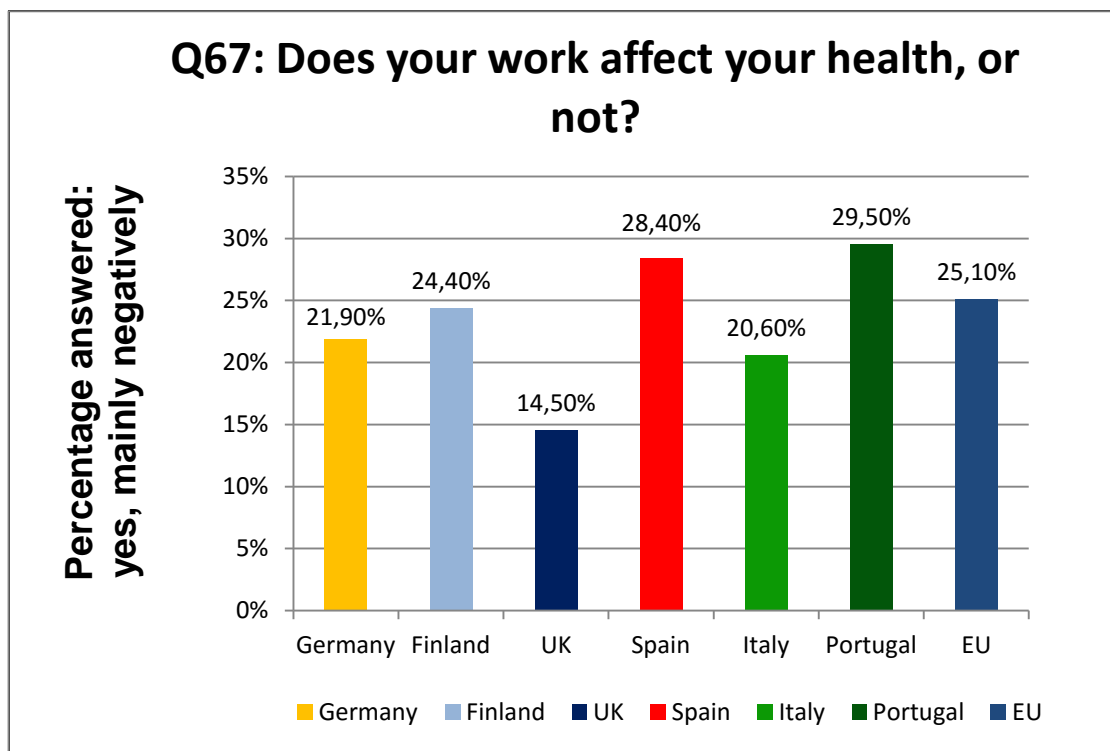
**Q66: Do you think your health or safety is at risk because of your work?**



**Chart 13.** Q66: Do you think your health or safety is at risk because of your job? Data from the 5<sup>th</sup> EWCS (2010).

Having conscience of the safety and health risks involved in the job is really important for workers in order to protect themselves from potential accidents or injuries. However this feeling can also be produced by a lack of safety measures at work which would be a bad indicator of safety and health at work. Therefore this question admits various interpretations.

The data shows that while the EU mean stays at 24.30% with almost all the countries analyzed under or very near it, Spain has a very high rate (32.90%) of workers that think their job is an actual risk for their health and safety.

**Q67: Do your work affect your health, or not?**

**Chart 14.** Q67: Does your work affect your health, or not? Data from the 5<sup>th</sup> EWCS (2010).

This question, unlike the previous one, analyzes not the feeling of workers but the certainty of their job affecting their health.

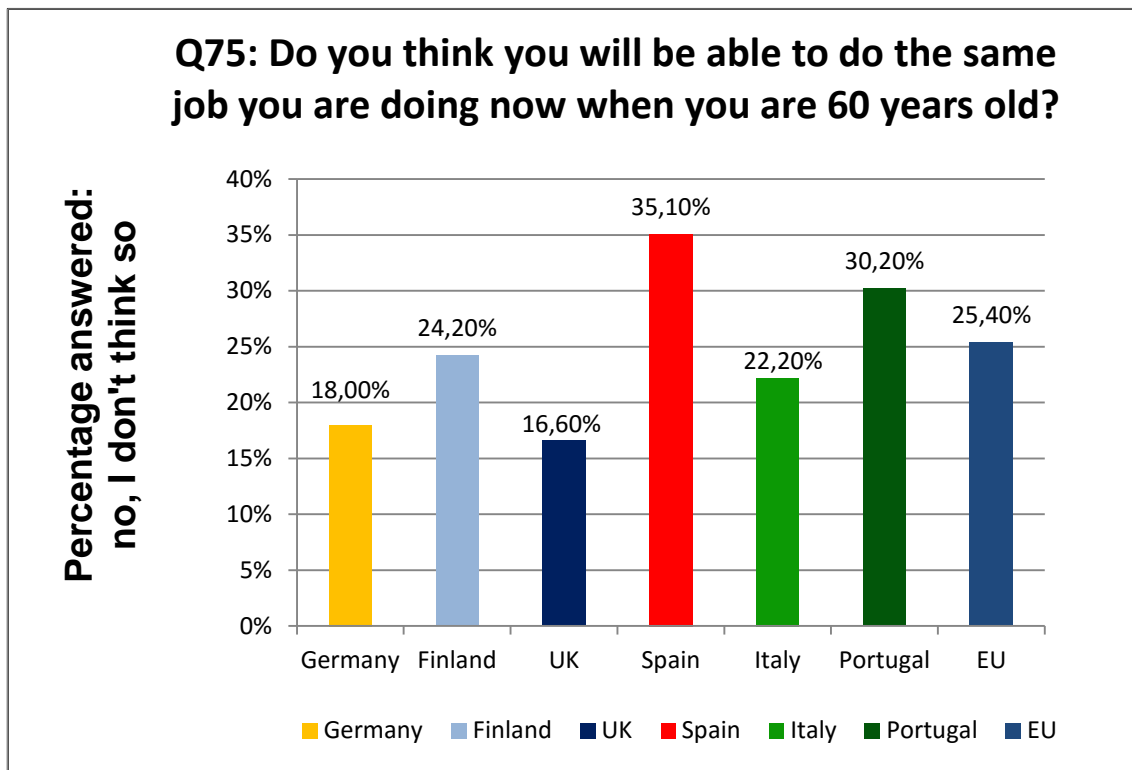
The EU mean shows that the 25.10% of the European worker's health is affected in a mainly negative work by its job.

Northern European countries have lower results with UK standing out at the lowest rate with a percentage of only 14.50%.

In the other hand, southern European countries are above the EU mean with the exception of Italy which rate is at 20.60%. Spain and Portugal percentages are 28.40% and 29.50% respectively.

June 2016

***Q75: Do you think you will be able to do the same job you are doing now when you are 60 years old?***



**Chart 15.** Q75: Do you think you will be able to do the same job you are doing now when you are 60 years old? Data from the 5<sup>th</sup> EWCS (2010).

This question can work as another indicator for the feeling of workers on how their job affects their health.

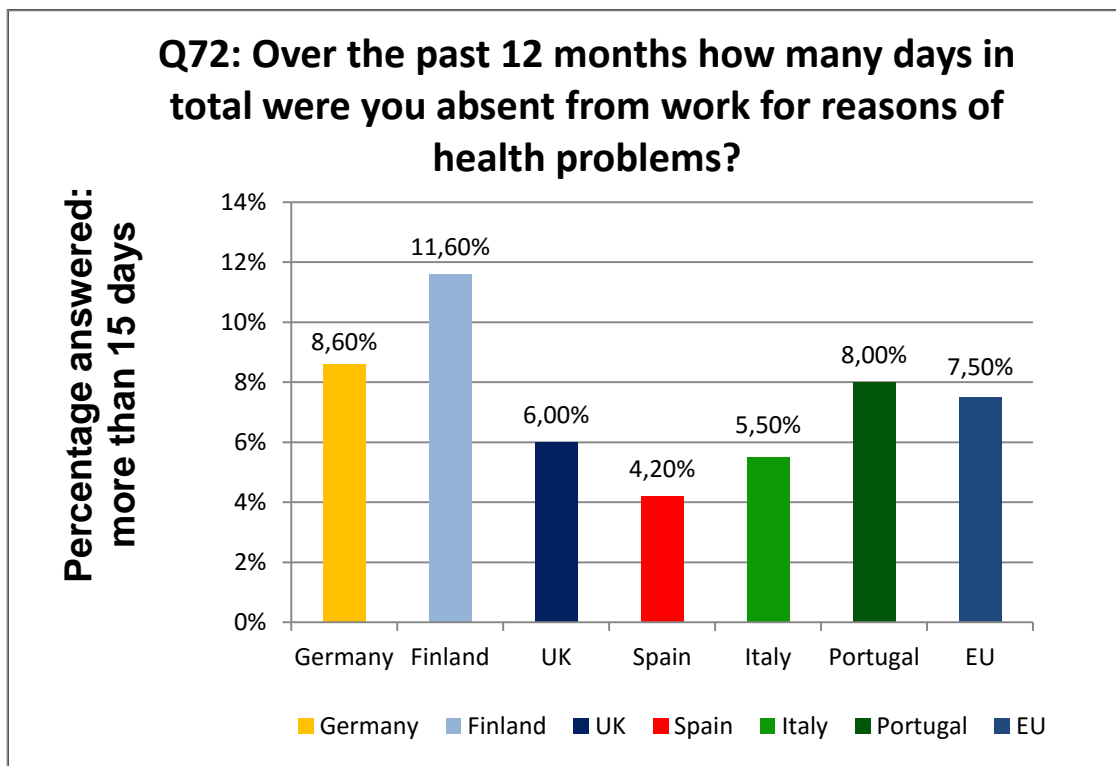
The EU mean shows that the 25.40% of the European working population thinks they will not be able to do their actual job at the age of 60.

This can also be an indicator of the physical skills required for the job, which decreases with age.

While northern European countries are below the EU mean, being UK the lowest rate with 16.60%, Spain and Portugal are far above the mean with 35.10% and 30.20% respectively.

June 2016

**Q72: Over the past 12 months how many days in total were you absent from work for reasons of health problems?**

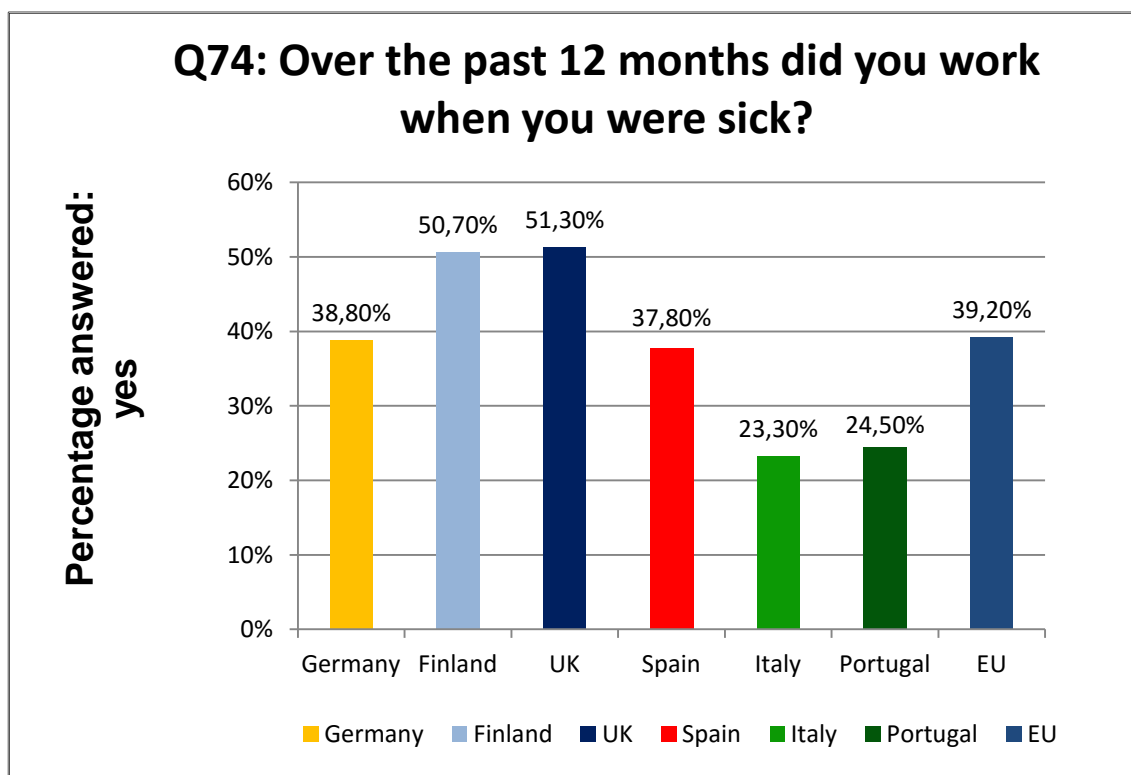


**Chart 16.** Q72: Over the past 12 months how many days in total were you absent from work for reasons of health problems? Data from the 5<sup>th</sup> EWCS (2010).

The total amount of days out of work during the last year because of health problems can be in some cases a good indicator of the real impact the job has in workers' health. This question is only useful in surveys with wide samples (as EWCS) because with small samples the result could not be representative. That is because the question does not make any difference between health problems directly related to the job and those that are not.

The EU mean shows that the 7.50% of the European working population took at least 15 days off of work because of health problems in the previous 12 months to answering the survey (2009). Spain has the lowest rate at 4.20% while Finland has the highest rate at 11.60%.

June 2016

**Q74: Over the past 12 months did you work when you were sick?**

**Chart 17.** Q74: Over the past 12 months did you work when you were sick? Data from the 5<sup>th</sup> EWCS (2010).

Working when being sick can be another indicator of how tolerant are the contracts in each country with days out of work. It can be also an indicator of how involved with their job and their company or organization workers are, sacrificing themselves to farther limits in order to achieve deadlines and get tasks done.

The EU mean shows that the 39.20% of the European working population worked while being sick during the previous 12 months to answering the survey (2009).

There is a great difference between southern European countries, all of them under the EU mean with rates of 37.80% for Spain, 23.30% for Italy and 24.50% for Portugal, and the northern European countries with rates much higher. Germany's percentage is at 38.80% while UK and Finland are ahead on the list with 51.30% and 50.70% respectively.

## 5. Historical comparison 2010 Vs 2015

This chapter aims to compare some of the results obtained in the 5<sup>th</sup> EWCS and the 6<sup>th</sup> EWCS in terms of safety and health of the working environment.

### 5.1 Objective and approach

With this temporal comparison a clear picture of the trend in safety and health on the working environment is searched.

In order to obtain representative results, a group of questions (among the limited group of questions for which the results of the 6<sup>th</sup> EWCS are already available) have been selected trying to choose the ones that give a more global picture of the state of safety and health at work.

The results are compared for the same countries as the previous comparison performed, following the same “northern European countries Vs southern European countries” pattern.

For each of the questions selected the result is depicted for the 5<sup>th</sup> and the 6<sup>th</sup> EWCS, from 2010 and 2015 respectively.

The results are presented in a graphic way to easily spot the differences between countries and between the two editions compared. This way of showing the result will make easier the task of comparing the results and looking for any possible pattern or trend.

### 5.2 Comparison

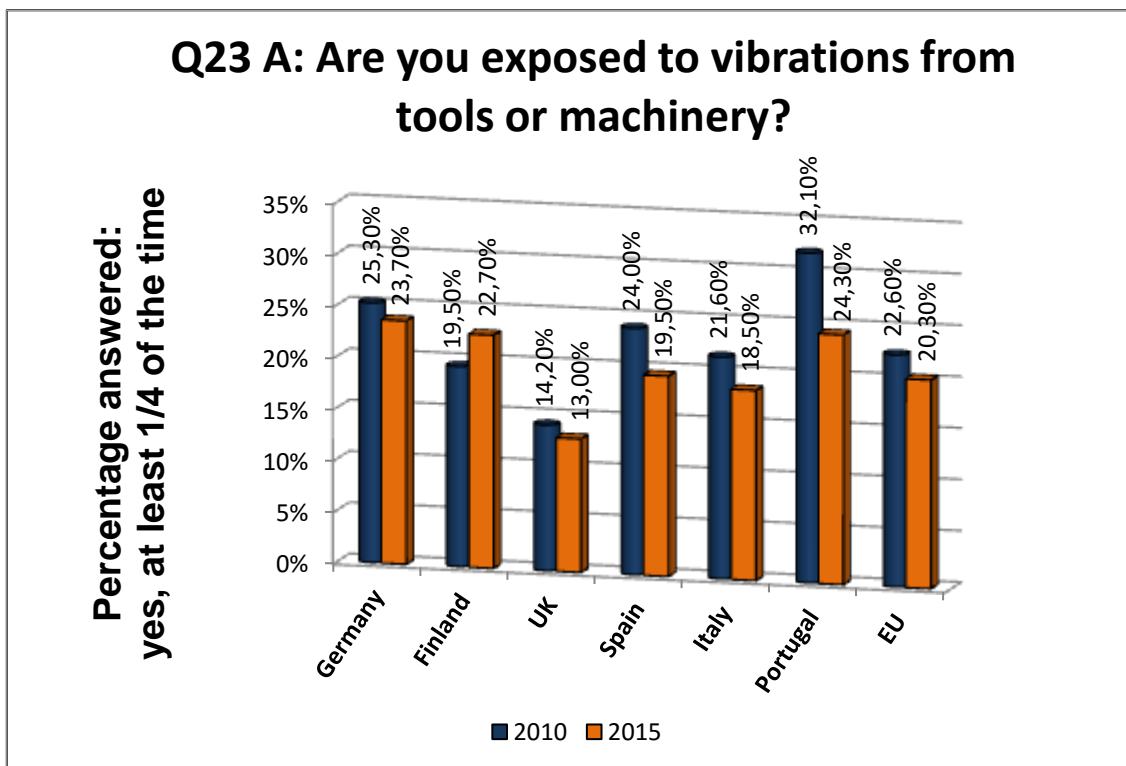
For the questions selected, divided in two groups, questions about exposure to vibrations, noise and harmful substances and questions about ergonomics and exposure to harmful positions or movements, each graph with its correspondent analysis is presented below.



June 2016

### 5.2.1 Questions about exposure to vibrations, noise and harmful substances

#### Q23 A: Are you exposed to vibrations from tools or machinery?



**Chart 18.** Historical comparison 2010 Vs 2015. Q23 A: Are you exposed to vibrations from tools or machinery?

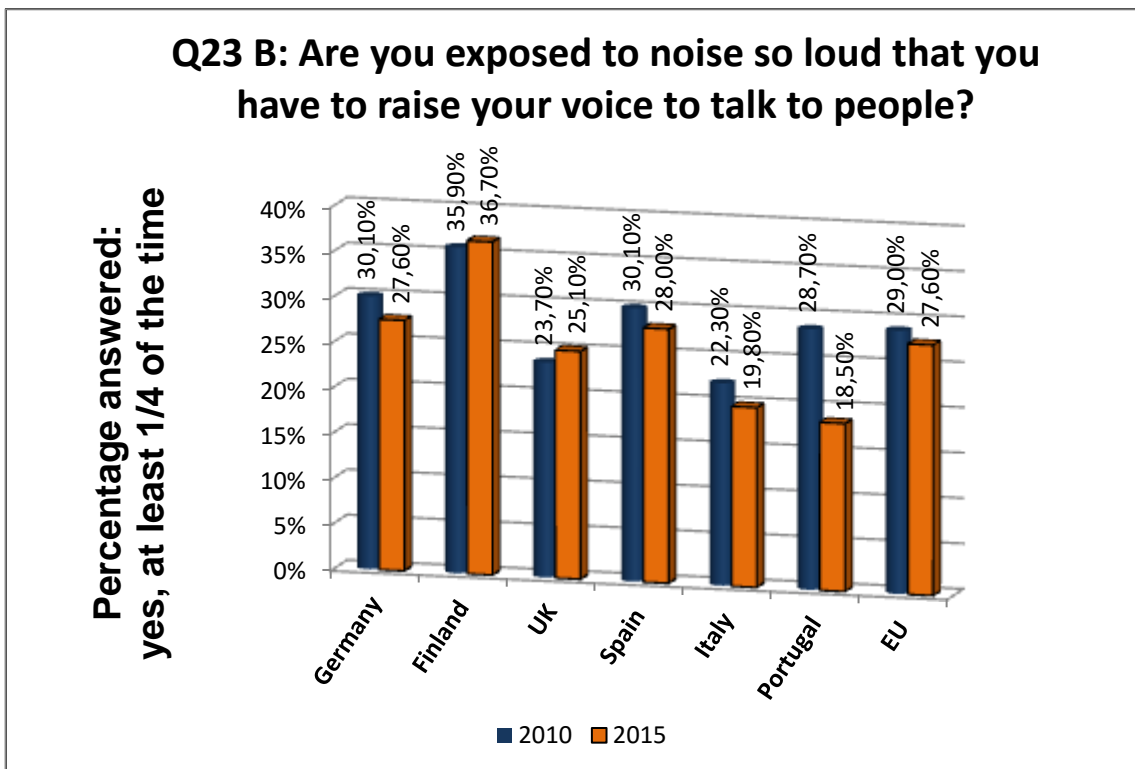
The graph shows that the exposure of workers to vibrations from tools or machinery have decreased in almost every case.

The EU mean in 2015 has decreased 2.30% from the results obtained in 2010. The trend has been a decreasing similar to the one of the mean except for Finland, which rate has risen from 19.50% to 22.70%. The decreasing have been slightly bigger in southern European countries with the biggest decrease shown in Portugal, coming from a rate of 32.10% to 24.30%.

The general conclusion that can be achieved is that during this 5 years period some efforts have been made in this issue. However, and given the seriousness of the long term injuries that this kind of disturbances can cause it is necessary to make bigger efforts to fight vibrations in the working environment.

June 2016

**Q23 B: Are you exposed to noise so loud that you have to raise your voice to talk to people?**



**Chart 19.** Historical comparison 2010 Vs 2015. Q23 B: Are you exposed to noise so loud that you have to raise your voice to talk to people?

The EU mean shows a decrease from 29.00% to 27.60% for the results obtained in 2010 and in 2015.

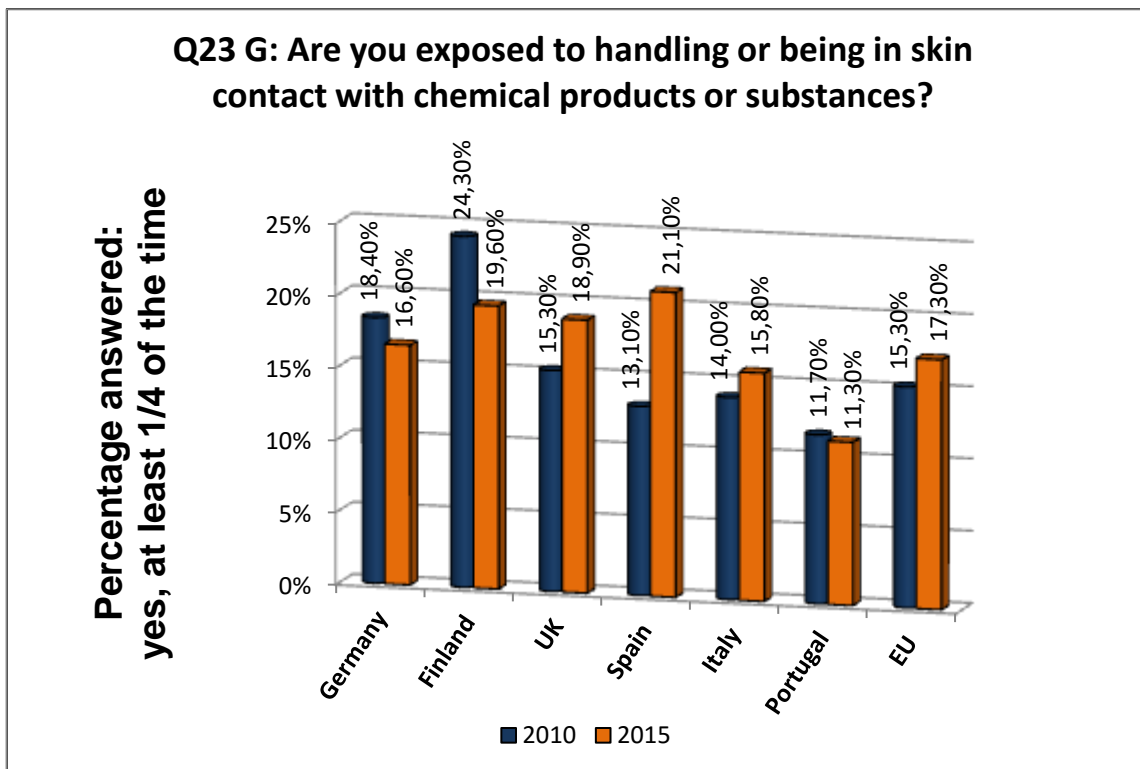
The southern European countries also show a decreasing trend, around 2 percentage points for Spain and Italy and a notorious decrease from 28.70% to 18.50% in Portugal.

For the northern European countries there is not a recognizable pattern with the result for Germany decreasing around 2% and the results for Finland and UK increasing 0.8% and 1.40% respectively.

It is notable the case of Finland, that having in 2010 a rate much higher than the EU mean its rate has continued increasing.

June 2016

**Q23 G: Are you exposed to handling or being in skin contact with chemical products or substances?**



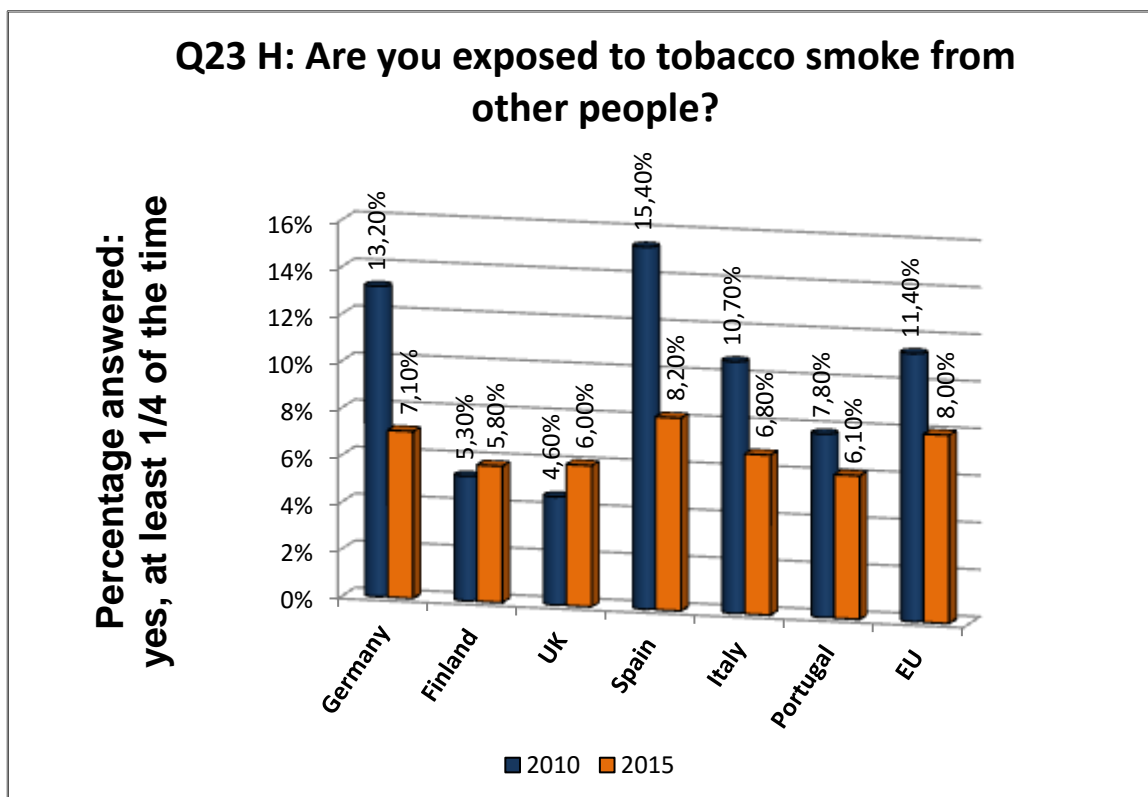
**Chart 20.** Historical comparison 2010 Vs 2015. Q23 G: Are you exposed to handling or being in skin contact with chemical products or substances?

For the exposure to handling or being in contact with chemical products or substances the EU mean has increased from 15.30% to 17.30% for the 2010-2015 period. This shows a little setback in such an important issue in terms of health and safety at work.

Stands out the case of Spain, which rate in 2010 was almost 2% under the EU mean and its rate in 2015 is almost 4% above it. This is the biggest change registered with an 8% variation.

Italy and Portugal remains under the EU mean with slight variations. Finland shows a good result lowering its rate from 24.30% to 19.60%, Germany also lowers it from 18.40% to 16.60% and UK increases its rate from 15.30% to 18.90%.

June 2016

**Q23 H: Are you exposed to tobacco smoke from other people?**

**Chart 21.** Historical comparison 2010 Vs 2015. Q23 H: Are you exposed to tobacco smoke from other people?

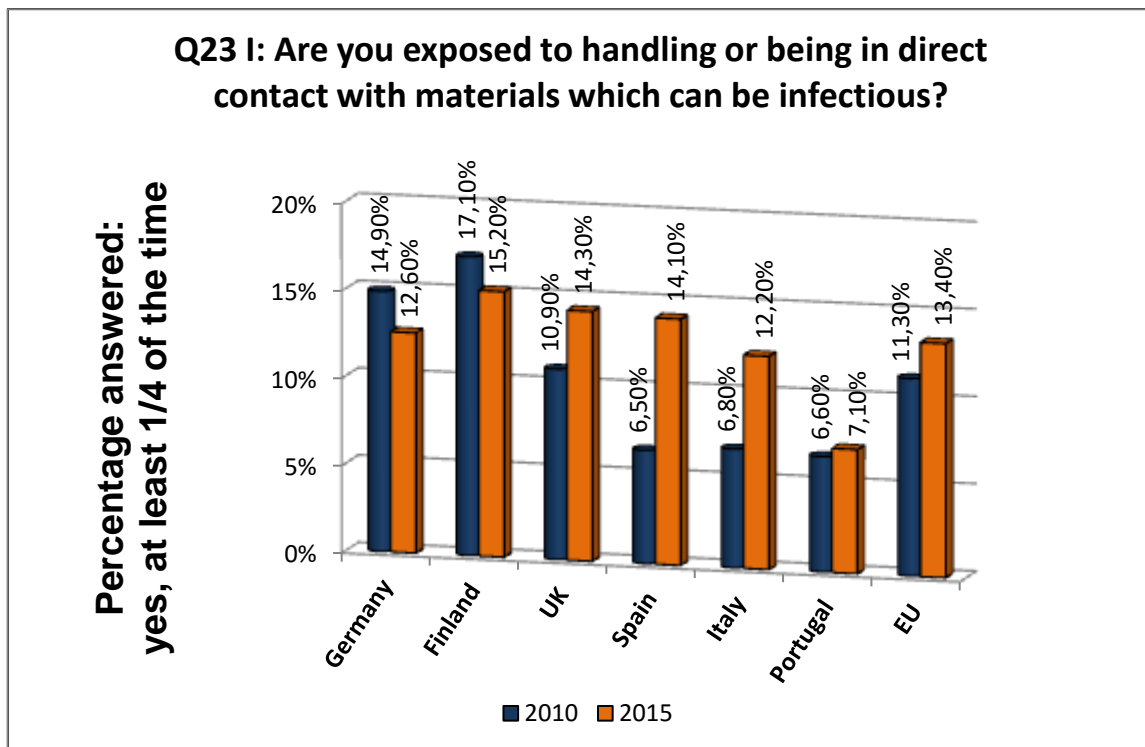
The exposure to tobacco smoke at work has been a very common issue during last century and in the last decade lot of attention has been paid to it. European measures included media campaigns and tightening of the laws involving tobacco at work and in general life.

As a result, the EU mean has decreased from 11.40% in 2010 to 8.00% in 2015.

This dropping has been more intense in the countries that had higher values as Spain, Germany and Italy. They are still the countries with higher rates among the countries analyzed but all of them are now below the EU mean. Spain achieved a reduction from 15.40% to 8.20%, Germany from 13.20% to 7.10% and Italy from 10.70% to 6.80%.

June 2016

**Q23 I: Are you exposed to handling or being in direct contact with materials which can be infectious?**



**Chart 22.** Historical comparison 2010 Vs 2015. Q23 I: Are you exposed to handling or being in direct contact with materials which can be infectious?

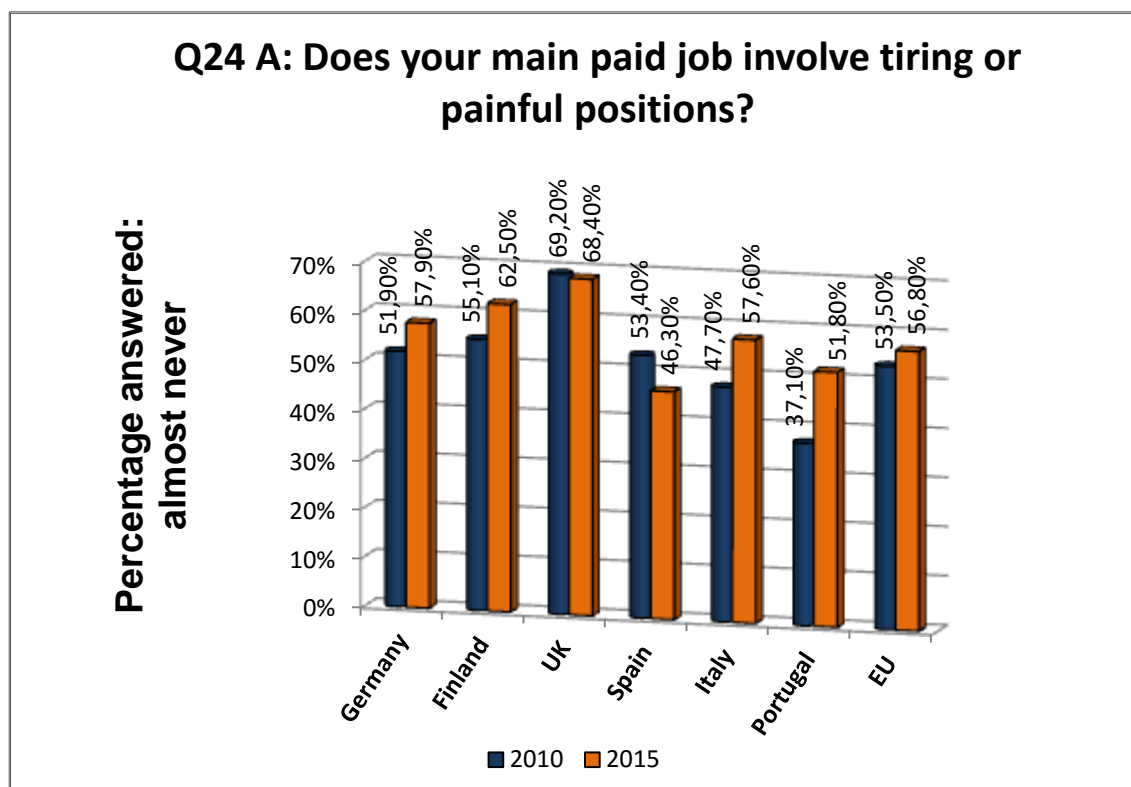
Being in contact with materials likely infectious is a critical issue in terms of safety at work and the overall results show that there is a negative progress in trying to make this issue less common.

The EU mean has increased from 11.30% to 13.40% in the 2010-2015 period.

In the results obtained in 2010 there was a notorious difference between the high rates obtained by the northern European countries and the very low rates obtained by the southern European countries. However, in the latest results this gap has decreased due to the fast increase experimented by southern countries, Spain moving from 6.50% to 14.10%, Italy from 6.80% to 12.20% and Portugal from 6.60% to 7.10%.

June 2016

## 5.2.2 Questions about ergonomics and exposure to harmful positions or movements

**Q24 A: Does your main paid job involve tiring or painful positions?**

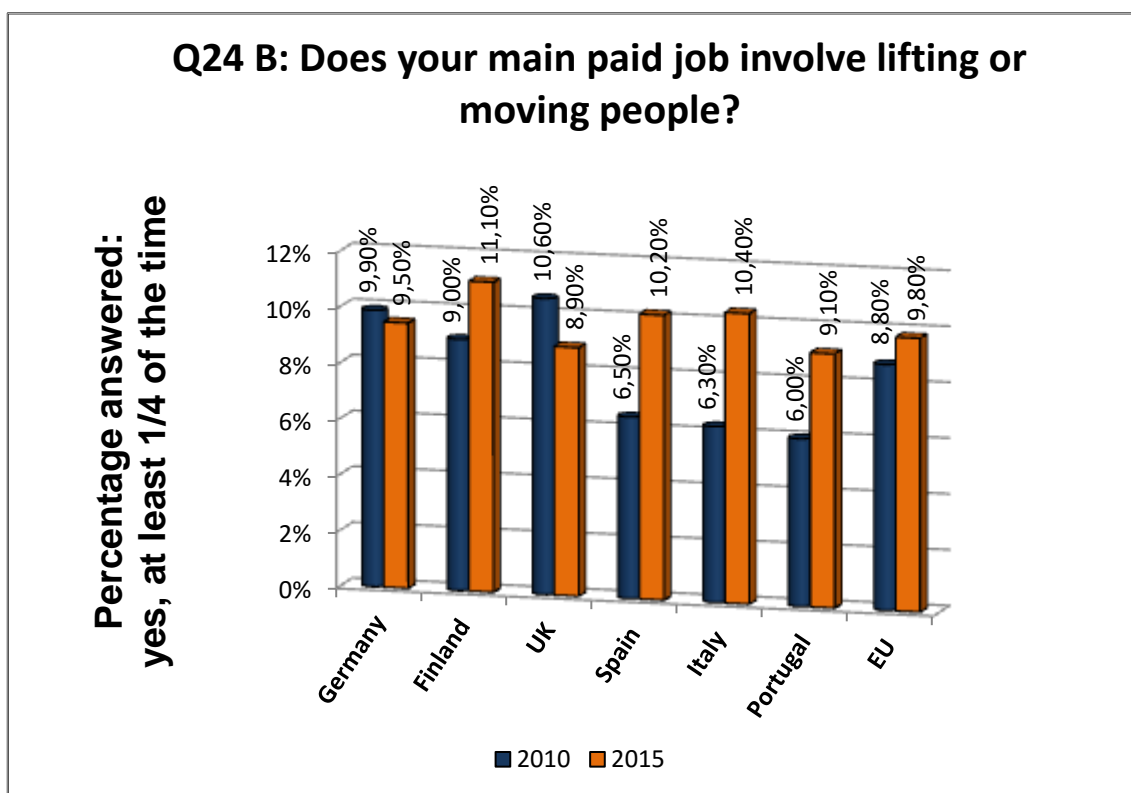
**Chart 23.** Historical comparison 2010 Vs 2015. Q24 A: Does your main paid job involve tiring or painful positions?

The percentage of jobs that almost never involve tiring or painful positions has generally increased, which is a very representative indicator that the job quality has increased too.

The EU mean has increased from 53.50% in 2010 to 56.80% in 2015. The rise has been really notable in Portugal and Italy, which had the worst results in 2010, increasing from 37.10% to 51.80% and from 47.70% to 57.60% respectively. It stands out the result of Spain, which is the only country with a big decrease with a 7% fall.

The best results remain in the northern European countries although the gap existing before is now less pronounced because of the rise of Italy and Portugal.

June 2016

**Q24 B: Does your main paid job involve lifting or moving people?**

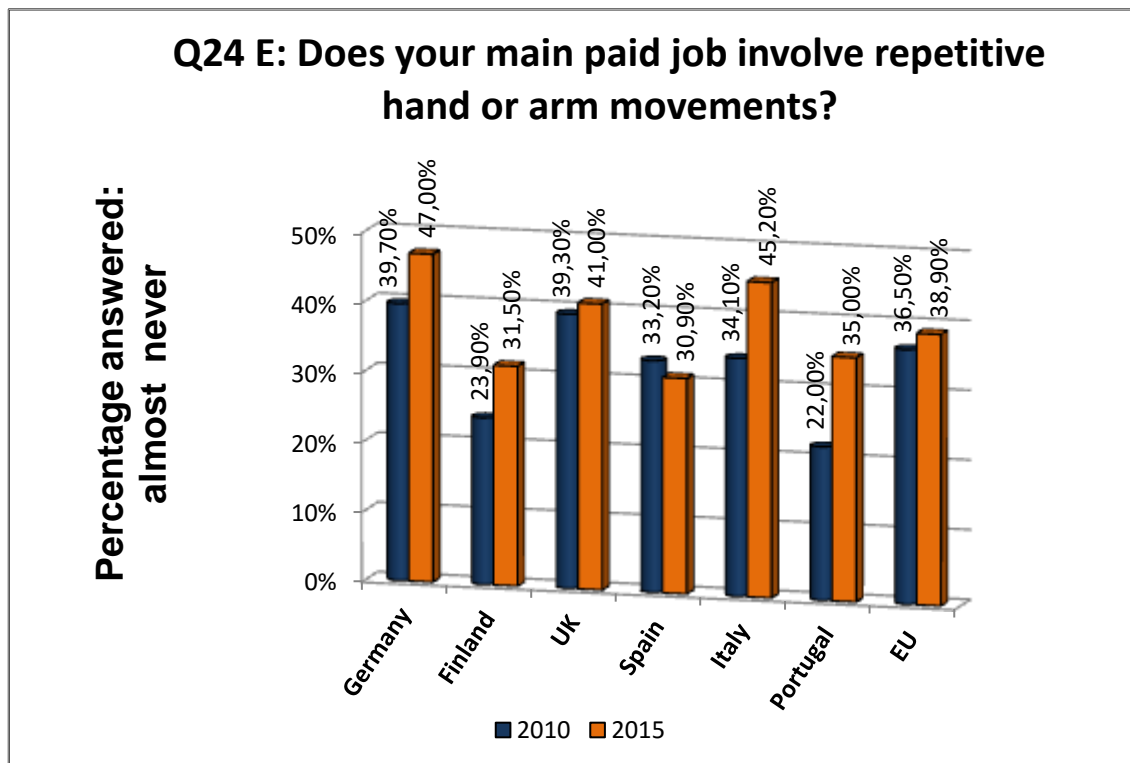
**Chart 24.** Historical comparison 2010 Vs 2015. Q24 B: Does your main paid job involve lifting or moving people?

The results show that the EU mean has increased from 8.80% to 9.80% in the percentage of jobs involving lifting or moving people at least one fourth part of the working time.

While in the northern countries there is not a clear trend, with Germany and UK decreasing and Finland increasing, the southern European countries have experienced a strong rise during the 2010-2015 period. The difference existing before between the two groups is nowadays almost inexistent. Spain has moved up from 6.50% to 10.20%, Italy from 6.30% to 10.40% and Portugal from 6.00% to 9.10%.

June 2016

### Q24 E: Does your main paid job involve repetitive hand or arm movements?



**Chart 25.** Historical comparison 2010 Vs 2015. Q24 E: Does your main paid job involve repetitive hand or arm movements?

The percentage of jobs almost never involving repetitive hand or arm movements has increased in all the countries analyzed except for the case of Spain. This indicator shows that jobs are in the trend of being less monotonous and physically repetitive. This is a good signal because repetitive movements are a main cause of long term diseases and cause the feeling of doing very monotonous tasks which decreases productivity rates.

The EU mean has risen from 36.50% to 38.90%. The northern European countries remain in higher rates than southern European countries despite of the notable rise of Italy and Portugal. Germany moves up from 39.70% to 47.00%, Finland from 23.90% to 31.50%, Italy from 34.10% to 45.20% and Portugal from 22.00% to 35.00%. Spain moves down from 33.20% to 30.90%.



## 6. Conclusions and future investigations

This chapter collects all the conclusions obtained from the analysis of both the North Vs South comparison and the historical comparison. Moreover some ideas and suggestions are given about a future rework of this paper and possible future investigations on the topic.

### 6.1 North Vs South comparison conclusions

The analysis carried out for the comparison between northern and southern European countries has studied the results of the most recent Eurofound's survey on the topic (the 6<sup>th</sup> EWCS, 2015) for questions about exposure to vibrations, noise, tobacco, harmful substances, harmful positions or movements and ergonomics. For questions related to risks information and risks perception the data analyzed were the results of the 5<sup>th</sup> EWCS (2010), which in these topics are the most recent results published.

After analyzing the results for each concrete question the general conclusions of the analysis are explained in this chapter.

For the questions about exposure to vibrations, noise, tobacco and harmful substances, the comparison between northern European countries and southern European countries shows better results for the southern European countries. One in each group, UK and Portugal obtain the best overall results with Portugal in the best places for almost every issue. In the other hand, Finland and Spain obtain the worst overall results with worse rates than the European mean for almost every issue. It is also notorious how Spain is the only country with its rate above the EU mean in relation to exposure to tobacco at work, while the rest of the countries analyzed are below the European mean in this topic.

For the questions about ergonomics and exposure to harmful positions or movements there is not an homogeneous trend neither for northern European countries nor for southern European countries. Germany, UK and Finland have a better overall result for the question about tiring or harmful positions, while for the question about carrying or moving heavy weights Spain, Italy and Portugal have better overall results. For the questions about lifting or moving people and about exposure to repetitive arm or hand movements the results don't show any clear pattern with both groups with countries above and below the EU mean and not showing any clear gap.

After studying the results of these questions the analysis is completed studying the results for questions about risks information and risks perception from the 5<sup>th</sup> EWCS (2010). These questions show different patterns depending on the specific topic.

When focusing on personal protective equipment, southern European countries have better rates for using it when required. However, the results also show that in southern countries jobs involve wearing personal protective equipment in less occasions. This might indicate that northern European countries are more conscious about this topic, so wearing personal protective equipment is legally required for tasks in which is not required in southern European countries. This might make more difficult for workers to obey the law every time, which can explain while their rates for using protective equipment when required are lower than in southern European countries.

For the specific topic of risks perception, Germany, United Kingdom and Finland obtain better overall results without barely any rate worse than the European mean. For the last topic in this area, which includes absence of work due to health problems and working while being sick, results are significantly better for southern European countries, whose rates remain under the European mean.

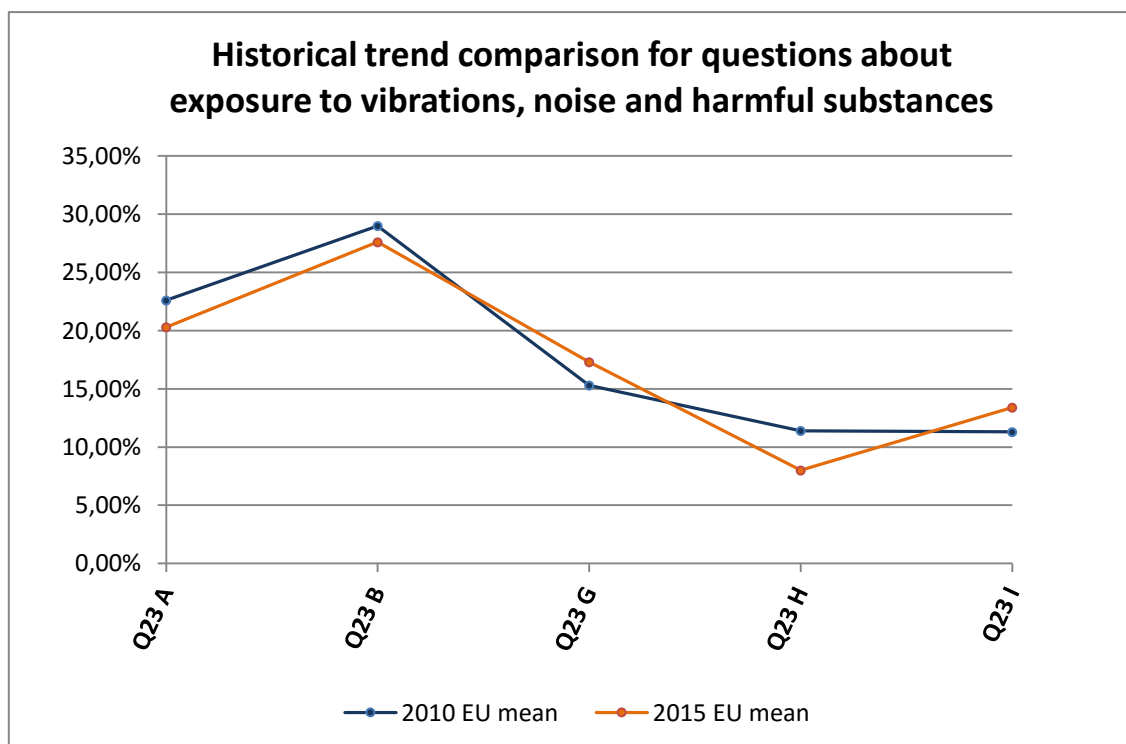
The results show that there is not a unique and clear trend that for the general concept of working conditions differentiates northern and southern European countries. However, for more specific topics it is possible to appreciate gaps and patterns as the ones explained in this chapter.

Moreover, for the most of the questions the rates obtained for the countries representing northern and southern Europe move along in the same direction respectively. This observation has particular exceptions for some of the questions, but these exceptions don't follow any clear or noticeable pattern.

Apart from these exceptions, the uniformity found in both group's results clearly indicates that comparing the results between northern and southern European countries, along with the selection of the countries analyzed, has been an adequate way of focusing the analysis in order to obtain proper and representative results.

## 6.2 Historical comparison conclusions

The results' comparison for the 5<sup>th</sup> and the 6<sup>th</sup> European Working Conditions Surveys does not show an homogenous direction in questions related to safety and health working conditions.



**Chart 26.** *Historical trend comparison for questions about exposure to vibrations, noise and harmful substances*

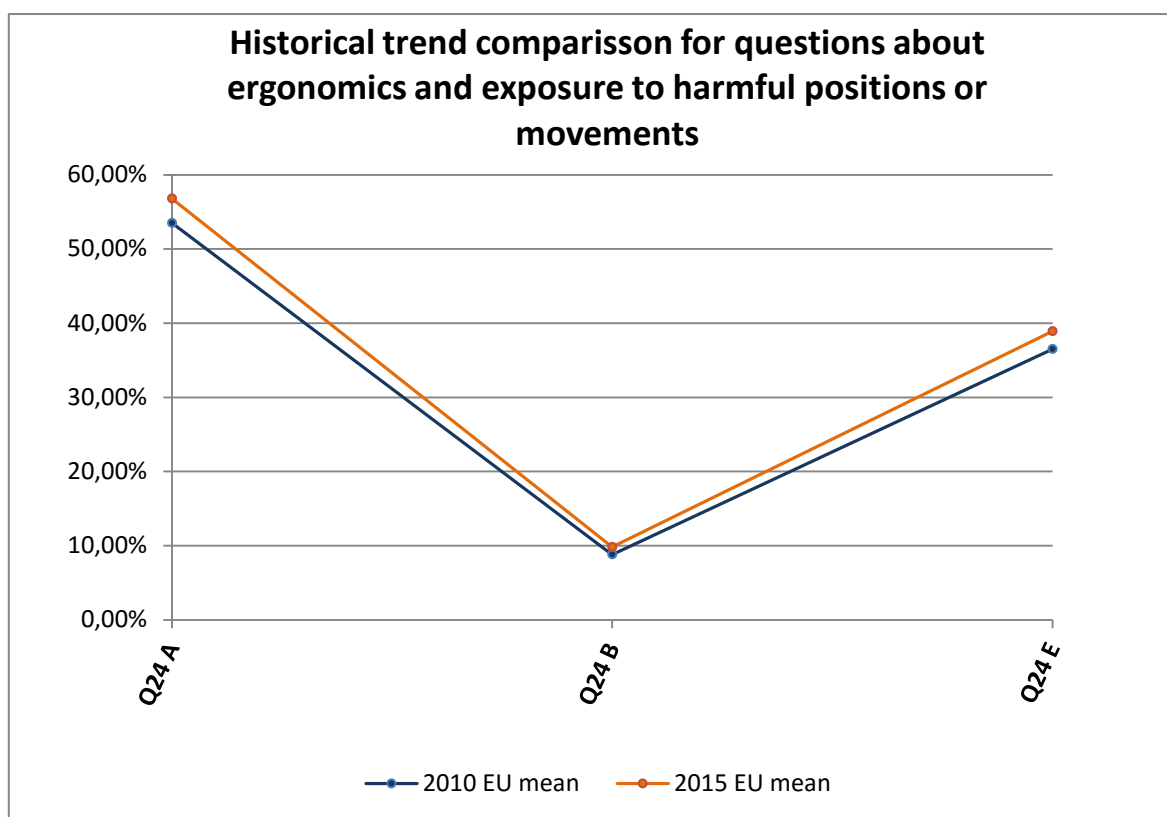
For the questions related to the exposure of workers to disturbances such as vibrations, loud noise or tobacco smoke (Q23 A, Q23 B and Q23 H) the EU mean shows good results with a decreasing tendency as it can be seen in the *Chart 26* above.

Going back to considering the historical trend for the six countries selected it is clear that the slope is more steeped in the southern European countries studied (Spain, Italy and Portugal), making smaller the gap that the graphics show for the 2010 survey. In the tobacco issue, the dropping in the rates have been very significant, most especially in Germany and Spain, that having the highest rates in 2010 have lowered them in almost 7% to meet their rates around the EU mean.

June 2016

For the questions related to the exposure to chemical or infectious substances (Q23 G and Q23 I) *Chart 26* shows negative results with an increase in the EU mean of around 2%.

Spain and Italy, which had good results in these issues in the 2010 survey, have increased their rates significantly while Portugal stands without varying considerably. Northern European countries remain at higher rates, but here again, the gap has been reduced considerably.



**Chart 27.** *Historical trend comparison for questions about ergonomics and exposure to harmful positions or movements*

For questions related to ergonomics, the trend is not clear. The percentage of jobs involving tiring or painful positions (Q24 A) has decreased slightly for the EU mean and for all the countries studied with the exceptions of Spain and UK. For this topic *Chart 27* shows how the percentage of workers whose job almost never involves tiring or harmful positions or movements has increased from 53.50% in 2010 to 56.80% in 2015.

The rate of jobs involving moving or lifting people (Q24 B) has risen slightly for the EU mean, with bigger movements in the southern European countries, making almost inexistent the previous spotted gap.

For the issue of hand or arm repetitive movements (Q24 E) graphs show that jobs almost never involving this problem have increased for every country studied with the exception of Spain that has a small decrease.

So concerning ergonomics' issues the results have improved in terms of tiring or harmful positions and repetitive movements while for the question concerning moving or lifting people the result shows some negative progress.

As a general pattern, where there were noticeable gaps between northern European countries' rates and southern European countries rates the 2015 EWCS shows an important reduction of them.

Moreover, showing either good or bad progress, the results of the last EWCS make clear that the situation of the countries studied in terms of safety and health conditions is more similar now than ever before. This is a good point because despite the big amount of differences and particularities each country has common European policies on working conditions could be designed and applied more easily in a more homogenous way.

### 6.3 Future investigations

As a continuation of this paper it is proposed to periodically analyze the results of each new European Working Condition Survey. As a particular suggestion, it is proposed to analyze the topics on risks information and risks perception with the most recent data from the 6<sup>th</sup> EWCS (2015) once they are fully available.

Another suggestion is to complete the analysis carried out in this paper introducing more countries into the study to make it more complete.

For future investigations and papers it is proposed to continue with the model of this paper in order to get a long term historical comparison of the results that allows to spot short- and long-term trends and patterns.

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# 6<sup>TH</sup> EUROPEAN WORKING CONDITIONS SURVEY (2015)

## QUESTIONNAIRE

### *Information note:*

This is the source questionnaire of the 6<sup>th</sup> European Working Conditions Survey (EWCS) which took place in 2015. The questionnaire was produced in thirty-two different languages, eleven of which were used in more than one country and adapted to the cultural context when necessary. All language versions are available on Eurofound's website under the following link:

<http://www.eurofound.europa.eu/6th-ewcs-questionnaire-translation-language-versions>

The interviewer instructions are written in CAPITAL letters. This document also contains information about whether the questions were used in previous waves of the EWCS: the year(s) is indicated above each question.

In addition to this questionnaire, a glossary is available.

The standard conditions for use of Eurofound's research, including the 5<sup>th</sup> EWCS questionnaire, are as follows:

1. The original source of the data must be acknowledged in any publication/ disseminated materials in which it appears.
2. A copy of such published / disseminated material(s) (or URL reference in the case of online usage) must be provided for Eurofound's files and sent to Sophia MacGoris ([smg@eurofound.europa.eu](mailto:smg@eurofound.europa.eu)) at the European Foundation for the Improvement of Living and Working Conditions, Wyattville Road, Loughlinstown, Co. Dublin, Ireland.

\* \* \*

## Household data

(TREND 2005)

**Q1. I'd like to start by asking you a few questions about your household.**

**Including yourself, can you please tell me how many people live in this household?**

Number of people living in household: .....

--	--

99 - Refusal (spontaneous)

(TREND 2005)

**Q2.**

INTERVIEWER: NOW OBTAIN INFORMATION THAT YOU NEED TO ENTER ON HOUSEHOLD GRID ON NEXT PAGE, STARTING WITH THE RESPONDENT

**a.** (INTERVIEWER: CODE GENDER OF RESPONDENT IN GRID BELOW)

**b.** Starting with yourself, how old are you?

(INTERVIEWER: SKIP FOR RESPONDENT)

SHOW CARD D

**c.** Please look at this card and tell me which of these categories describes your current situation the best?

**ASK Q2d IF Q2c=01**

**d.** And do you work part time or full time?

INTERVIEWER: RESPONDENT TO SELF-DEFINE PART TIME AND FULL TIME AND USE AS THE BASIS THEIR OWN CONTRACTUAL WORKING ARRANGEMENTS

(MODIFIED TREND 2005)

**Q3.**

INTERVIEWER: FOR SECOND HOUSEHOLD MEMBER, START WITH THE OLDEST MEMBER OF THE HOUSEHOLD. REPEAT GRID QUESTIONS A-E FOR ALL OTHER HOUSEHOLD MEMBERS.

**Now thinking about the other members of your household, starting with the oldest ...**

**FOR REMAINING HOUSEHOLD MEMBERS**

**Now thinking about the next oldest household member ...**

**a.** Could you tell me whether this is a male or a female?

**b.** How old is he/she?

SHOW CARD C

**c.** What is this person's relationship to you? Is he/she your ...?

**ASK QUESTION D. ONLY FOR MEMBERS OF THE HOUSEHOLD AGED 15+ YEARS**

SHOW CARD D

**d.** And which of these categories describes the situation of this person the best?

**ASK QUESTION. E. IF MAIN ECONOMIC ACTIVITY IS AT WORK (Q3x=01)**

**e.** does this person work part time or work full time

## HOUSEHOLD GRID

		A				B	C	D	E
		INTERVIEWER: Code for respondent				Age (for babies under 1, write 1)	Relationship to respondent	Economic activity	Part time/ Full time
		Male	Female	DK	Ref.		Code from list below	Code from list below	1 - part time 2 - full time
1	Respondent	1	2	9		.....		01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
2	Person 2	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
3	Person 3	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
4	Person 4	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
5	Person 5	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
6	Person 6	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
7	Person 7	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
8	Person 8	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
9	Person 9	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9
10	Person 10	1	2		8	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 88 99	1 2 8 9

888 - DK/No opinion (spontaneous)  
999 - Refusal

C. RELATIONSHIP CODES [CARD C]

D. (ECONOMIC) ACTIVITY CODES [CARD D]:

E. PART TIME/ FULL TIME

01 - spouse/partner 02 – child: son/daughter of respondent or of cohabiting partner 03 - parent, step-parent or parent in law 04 - daughter or son in law 05 - grand child 06 - brother/sister (incl. half and step siblings) 07 - other relative 08 - other non-relative  88 - DK/No opinion (spontaneous) 99- Refusal (spontaneous)	01 - at work as employee or employer/ self-employed */relative assisting on family farm or business ** 02 - unemployed 03 - unable to work due to long-term illness or disability 04 – at work and on child-care leave or other leave 05 - retired 06 - full time homemaker/ responsible for ordinary shopping and looking after the home 07 - in full time education (at school, university, etc.) / student 08 – other (e.g. military duty )*** 09 – [Q3 only] child under 14 ( <b>PROGRAMMING:</b> do not ask, code from Q3b)  88 - DK/No opinion (spontaneous) 99 - Refusal (spontaneous)  * Even in cases where the business fails to deliver any profit or any income yet ** In the case of unpaid family members, they should be included in this status even in case when the remuneration is not monetary and /or the person does not receive any formal pay. *** Please include the example only if it is applicable to that country.	ASK ONLY IF Q2d/Q3d=01  1 – Part time  2 – Full time  8 - DK/No opinion (spontaneous)  9 - Refusal (spontaneous)
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## Main Questionnaire

(TREND 2010) ASK ALL

**Q4a. Were you and both of your parents born in [PROG: this country]?**

1 - Yes

2 - No

7 - Not applicable (spontaneous)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

**ASK IF Q4a=2**

**Q4b. Were you born in [PROG: this country]?**

INTERVIEWER: BY [THIS COUNTRY], WE MEAN CURRENT NATIONAL BOUNDARIES RATHER THAN ANY HISTORIC BOUNDARIES.

1 - Yes

2 - No

7 - Not applicable (spontaneous)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

READ OUT

**I'm now going to ask you a few basic questions about your job.**

(TREND) ASK ALL

**Q5. What is the title of your main paid job? By main paid job, we mean the one where you spend most hours.**

INTERVIEWER: ASK AND WRITE IN FULL DETAILS - PROBE FOR AS MUCH INFORMATION AS POSSIBLE WITH VIEW TO OBTAINING ACCURATE 4-DIGIT ISCO CLASSIFICATION

IF RESPONDENT HAS TWO JOBS WITH IDENTICAL HOURS, ASK THEM TO SELECT THE JOB THEY PERSONALLY FIND MORE IMPORTANT

.....

.....

.....

.....

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

☐ ☐

(TREND 2010) ASK ALL

**Q6. What do you mainly do in your job?**

INTERVIEWER: ASK AND WRITE IN FULL DETAILS - PROBE FOR AS MUCH INFORMATION AS POSSIBLE WITH VIEW TO OBTAINING ACCURATE 4-DIGIT ISCO CLASSIFICATION

.....

.....

.....

.....

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

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(NEW) ASK ALL

**Q7. Are you working as an employee or are you self-employed?**

READ OUT - ONE ANSWER ONLY!

INTERVIEWER ADD IF NECESSARY:

By 'employee' we mean someone who gets a salary from an employer or a temporary employment agency. 'Self-employed' includes people who have their own business or are partners in a business as well as freelancers. A self-employed person may or may not have employees.

INTERVIEWER NOTE: Respondents who work as an employee for their own business should be coded as self-employed. Members of producers' cooperatives should also be coded as self-employed. Family workers should determine which alternative matches their situation best.

1- An employee ----- > **GO TO Q11**

2- Self-employed ----- > **GO TO Q8b**

8- Don't know----- > **GO TO Q8a**

9 – Refusal (spontaneous) ----->**GO TO Q8a**

--

ASK IF Q7=8 OR 9

(NEW)

**Q8a. Are you paid a salary or a wage by an employer?**

ONE ANSWER ONLY!

1. Yes-----→ **GO TO Q11**

2. No-----→ **GO TO Q8b**

8. Don't know-----→ **GO TO Q8b**

9. Refusal (spontaneous)-----→ **GO TO Q8b**

ASK IF Q7=2 OR Q8a=2, 8 OR 9  
(NEW)

**Q8b. Looking at this card, please select the category or categories which apply to your main paid job?**

SHOW CARD Q8b. – MULTIPLE ANSWERS ARE POSSIBLE!

1. Sole director of own business
2. A partner in a business or professional practice
3. Working for yourself
4. Working as a sub-contractor
5. Doing freelance work
6. Paid a salary or a wage by an agency
7. Other (write in: \_\_\_\_\_)
8. Don't know
9. Refused

ASK IF Q8b=1-5 AND Q8b≠6-9

**Q9 Regarding your business, do you:**

READ OUT 'A' – 'D' – ONE ANSWER ONLY PER LINE!

	Yes	No	DK	Refusal
A. Have the authority to hire or dismiss employees? (NEW)	1	2	8	9
B. Get paid an agreed fee on a weekly or monthly basis ? (MODIFIED TREND 2010)	1	2	8	9
C. Have employees (working for you) (NEW)	1	2	8	9
D. Generally, have more than one client or customer (MODIFIED TREND 2010)	1	2	8	9

ASK IF Q8b=1-5 AND Q8b≠6-9  
(NEW)

**Q10. When you became self-employed, was it mainly through your own personal preference or because you had no other alternatives for work?**

READ OUT – ONE ANSWER ONLY!

1. Mainly through own personal preferences
2. No other alternatives for work
3. A combination of both (spontaneous)
4. Neither of these reasons (spontaneous)
8. Don't know (spontaneous)
9. Refused (spontaneous)

(TREND 2005) ASK EMPLOYEES ONLY (Q7=1 OR Q8a=1 OR Q8b=6-9)

**Q11. What kind of employment contract do you have in your main job?**

SHOW CARD Q11 – READ OUT – ONE ANSWER ONLY!

- 1 – Contract of unlimited duration (UK: permanent)---- > **GO TO Q13**
- 2 – Contract of limited duration (UK: fixed-term)----- > **CONTINUE WITH Q12**
- 3 – A temporary employment agency contract ----- > **CONTINUE WITH Q12**
- 4 – An apprenticeship or other training scheme ----- > **GO TO Q13**
- 5 – No contract ----- > **GO TO Q13**
- 6 – Other (spontaneous) ----- > **GO TO Q13**
- 8 – DK/no opinion (spontaneous) ----- > **GO TO Q13**
- 9 – Refusal (spontaneous) ----- > **GO TO Q13**

☐

ASK ONLY IF Q11=2 OR 3

(TREND) ASK EMPLOYEES ONLY

**Q12. What is the exact duration of the contract in number of years and months?**

INTERVIEWER.: THIS IS FOR CURRENT CONTRACT IF LESS THAN 1 YEAR, CODE '00' IN BOX 'YEARS' AND ENTER THE NUMBER OF MONTHS IN BOX 'MONTHS' – IF "DK/NO OPINION", CODE '88' IN BOTH BOXES. IF THE FIXED-TERM CONTRACT DOES NOT HAVE AN EXACT DURATION CODE '77' IN BOTH BOXES

IN CASE THE RESPONDENT HAS BEEN HOLDING A SERIES OF CONTRACTS, THE RESPONDENT SHOULD ANSWER IN RELATION TO THEIR CURRENT CONTRACT

Number of years: .....

- 00 – if less than 1 year
- 77 – no exact duration
- 88 – DK/no opinion (spontaneous)
- 99 – Refusal (spontaneous)

Number of months: .....

- 77 - no exact duration
- 88 – DK/no opinion (spontaneous)
- 99 – Refusal (spontaneous)



(TREND) ASK ALL

**Q13. What is the main activity of the company or organisation where you work?**

INTERVIEWER: ASK AND WRITE IN FULL DETAILS – PROBE FOR AS MUCH INFORMATION AS POSSIBLE!

.....  
 .....  
 .....

--	--

88 – DK (spontaneous)  
 99 – Refusal (spontaneous)

(TREND 2005) ASK ALL

**Q14. Are you working in...?**

READ OUT – ONE ANSWER ONLY!

- 1 – the private sector
- 2 – the public sector
- 3 – a joint private-public organisation or company
- 4 – the not-for-profit sector or an NGO
- 5 – other (write in: \_\_\_\_\_)
- 8 – DK (spontaneous)
- 9 – Refusal (spontaneous)

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INTERVIEWER: QUESTION Q15a SHOULD BE ASKED TO ALL EXCEPT SELF-EMPLOYED BUSINESS DIRECTORS/PARTNERS AND THOSE WORK FOR THEMSELVES! (Q7=1 OR Q8a=1 OR Q8b=4-9)

**[READ OUT: THE NEXT QUESTIONS REFER TO THE COMPANY OR ORGANISATION WHERE YOU PERFORM MOST OF YOUR WORK.]**

**Companies or organisations can be based at a single site or have multiple establishments.**

**Q15a. Does the company or organisation for which you work operate from one site or more?**

INTERVIEWER: REMIND RESPONDENT THAT THIS SHOULD REFER TO THEIR MAIN JOB; IF RESPONDENT SAYS THEY ARE A MOBILE WORKER (THEY PERFORM THEIR WORK IN SEVERAL SITES THAT BELONG OR NOT TO THE SAME COMPANY OR ORGANISATION), ASK THEM TO SELECT THE COMPANY OR ORGANISATION THEY WORK AT MOST OFTEN AT THE CURRENT TIME.

ONE ANSWER ONLY!

- 1 – One site only
- 2 – More than one site
- 8 – Don't know (spontaneous)
- 9 – Refusal (spontaneous)

INTERVIEWER, QUESTION Q15b SHOULD BE ASKED ONLY TO SELF-EMPLOYED BUSINESS DIRECTORS/PARTNERS AND THOSE WHO WORK FOR THEMSELVES! (Q8b=1-3 AND Q8b≠4-9)

**[READ OUT: THE NEXT QUESTIONS REFER TO YOUR BUSINESS; IT MAY BE DIFFERENT FROM THE PLACE OR PLACES WHERE MOST OF YOUR WORK IS PERFORMED.]**

**Businesses can be based at a single site or have multiple establishments.**

(NEW)

**Q15b. Does your business have one site or multiple establishments (more than one site)?**

INTERVIEWER: IF RESPONDENT WORKS FOR HIMSELF/ HERSELF, THE ANSWER SHOULD BE ABOUT THEM AS INDIVIDUALS – IT SHOULD NOT REFER TO WORKING AT CUSTOMER OR CLIENT SITES.

ONE ANSWER ONLY!

- 1 – One site only
- 2 – More than one site
- 8 – Don't know (spontaneous)
- 9 – Refusal (spontaneous)

(MODIFIED TREND) ASK IF Q15a OR Q15b = 2

**Q16a. How many people in total work at your workplace, that is at the local site where you work?**

**SHOW CARD Q16a – READ OUT – ONE ANSWER ONLY!**

(N.B. RESPONDENT SHOULD INCLUDE THEMSELVES IN THE NUMBER) Please exclude people working at other sites or premises.

01 – 1 (interviewee works alone)

02 – 2-4

03 – 5-9

04 – 10-49

05 – 50-99

06 – 100-249

07 – 250-499

08 – 500 and over

88 – Don't know (spontaneous)

99 – Refusal (spontaneous)

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(NEW) ASK ALL

**Q16b. How many employees in total work in your [IF Q15a ANSWERED: company or organisation]**

**[IF Q15b ANSWERED: business]?**

**SHOW CARD Q16b – READ OUT – ONE ANSWER ONLY!**

(N.B. RESPONDENT SHOULD INCLUDE THEMSELVES IN THE NUMBER)

01 – 1 (interviewee works alone)

02 – 2-9

03 – 10-249

04 – 250+

88 – Don't know (spontaneous)

99 – Refusal (spontaneous)

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(PROGRAMMING: Q16b RESPONSE [IF 01-04] MUST BE EQUAL TO OR HIGHER THAN Q16a RESPONSE, IF BOTH QUESTIONS HAVE BEEN ASKED)

(TREND) ASK ALL

**Q17. How many years have you been in your company or organisation?**

INTERVIEWER: CLARIFY IF NEEDED: BY COMPANY WE MEAN THE ORGANISATION AS A WHOLE AND NOT THE LOCAL UNIT. RESPONDENT SHOULD COUNT ALL TIME REGARDLESS OF CONTRACT STATUS OR POSITION HELD.

Number of years:.....

00 - if less than 1 year

77 - Not applicable

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

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(MODIFIED TREND 2010)

**ASK ALL**

**Q18. Now I would like you to think about the last 12 months. During the last 12 months has your work changed in any of the following ways?**

IF STARTED IN ROLE LESS THAN 12 MONTHS AGO (Q17 = 00), ASK AS:

**Since you started your main job, has your work changed in any of the following ways?**

SHOW CARD Q18 WITH SCALE –READ OUT ‘A’ – ‘D’ –  
ONE ANSWER ONLY PER LINE!

	Increased a lot	Increased a little	No change	Decreased a little	Decreased a lot	DK/NA	Refusal
a. The number of hours you work per week? (TREND 2010)	1	2	3	4	5	8	9
b. Your salary or income? (TREND 2010)	1	2	3	4	5	8	9
c. The amount of influence you have over your work? (NEW)	1	2	3	4	5	8	9
d. Your tasks and duties? (NEW)	1	2	3	4	5	8	9

NEW (ASK ALL EXCEPT IF Q17 = 77, 88 OR 99)

**Now I would like you to think about the last three years.**

**Q19. During the last three years, has the number of employees at your workplace increased, stayed the same or decreased?**

IF STARTED IN ROLE LESS THAN 3 YEARS AGO (Q17. = 00, 01 OR 02), ASK AS:

**Since you started your main job, has the number of employees at your workplace increased, stayed the same or decreased?**

SHOW SAME CARD (Q18) WITH SCALE – ONE ANSWER ONLY!

- 1 – Increased a lot
- 2 – Increased a little
- 3 – No change
- 4 – Decreased a little
- 5 – Decreased a lot

- 8 – DK/NA
- 9 – Refusal

(MODIFIED TREND 2010) (ASK ALL EXCEPT IF Q17=77, 88 OR 99)

**Q20. During the last three years has there been a restructuring or reorganisation at the workplace that has substantially affected your work?**

IF STARTED IN ROLE LESS THAN 3 YEARS AGO (Q17 = 00, 01 OR 02), ASK AS:

**Since you started your main job, has there been a restructuring or reorganisation at the workplace that has substantially affected your work?**

INTERVIEWER: IF ASKED, CLARIFY THIS COULD COVER A WIDE RANGE OF ACTIVITIES SUCH AS RELOCATION, OUTSOURCING, MERGING WITH OR ACQUIRING ANOTHER ORGANISATION, REDUNDANCIES, BUSINESS EXPANSION OR REORGANISATION IN THE SENSE OF ORGANISATIONAL CHANGE.

ONE ANSWER ONLY!

- 1 - Yes
- 2 - No
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

ASK IF Q20 = 1

(NEW) [ASK IF Q20 = 1]

**Q21. Before this restructuring or reorganisation took place, were you...?**

READ OUT 'A' AND 'B' - ONE ANSWER ONLY PER LINE!

		Yes	No	Don't know	Refusal
A	Informed of the forthcoming changes	1	2	8	9
B	Asked to give your opinion	1	2	8	9

(TREND 2010) ASK ALL

**Q22. At your place of work are workers with the same job title as you ...?**

ONE ANSWER ONLY!

- 1 - Mostly men
- 2 - Mostly women
- 3 - Approximately equal numbers of men and women
- 4 - Nobody else has the same job title
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q23. How many people work under your supervision, for whom pay increases, bonuses or promotion depend directly on you?**

..... Number of people: \_\_\_\_\_

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0000 – none

8888- DK/no opinion (spontaneous)

9999 – Refusal (spontaneous)

(TREND) ASK ALL

**Q24. How many hours do you usually work per week in your main paid job?**

INTERVIEWER: EXCLUDING LUNCH BREAK AND EXCLUDING TIME SPENT TRAVELLING TO AND FROM WORK – IF 30 MINUTES OR MORE, ROUND UP TO NEXT HOUR

Number of hours per week: .....

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888 – DK/no opinion (spontaneous)

999 – Refusal (spontaneous)

(TREND 2010) ASK ALL

**Q25. Provided that you could make a free choice regarding your working hours and taking into account the need to earn a living: how many hours per week would you prefer to work at present?**

--	--	--

Number of hours per week: .....

777 – The same number of hours as currently (spontaneous)

888 – DK/no opinion (spontaneous)

999 – Refusal (spontaneous)

(TREND 2005) ASK ALL

**Q26. How many days per week do you usually work in your main paid job?**

Number of days per week: .....

--

8 – DK/no opinion (spontaneous)

9 – Refusal (spontaneous)

(MODIFIED TREND 2005) ASK ALL

**Q27. Besides your main paid job, do you have any other paid job(s)? (IF YES) Is it / are they ....?**

SHOW CARD Q27 - READ OUT - ONE ANSWER ONLY!

INTERVIEWER: NOTE THAT A BUSINESS WOULD BE INCLUDED AS A SECOND JOB;  
'REGULAR' IS DEFINED AS AT LEAST 30 MINUTES PER WEEK.  
IF 'REGULAR' AND 'OCCASIONAL' MENTIONED, CODE 2.

- 1 - No other paid job ----- > **GO TO Q29**
- 2 - Yes, regular ----- > **CONTINUE WITH Q28**
- 3 - Yes, occasional ----- > **GO TO Q29**
- 4 - Other (spontaneous) ----- > **GO TO Q29**
- 8 - DK/no opinion (spontaneous) ----- > **GO TO Q29**
- 9 - Refusal (spontaneous) ----- > **GO TO Q29**

☐

(TREND 2005) ASK IF Q27 =2

**Q28. How many hours a week on average do you work in job(s) other than your main paid job?**

INTERVIEWER: IF 30 MINUTES OR MORE, ROUND UP TO THE NEXT HOUR

Number of hours:.....

888 -DK/no opinion (spontaneous)

999 - Refusal (spontaneous)

--	--	--

INTERVIEWER: READ OUT

**From now onwards all the questions are about your main paid job.**

(TREND) ASK ALL

**Q29. Please tell me, using the following scale, are you exposed at work to...?**

READ OUT FROM A TO I – RANDOMISE ORDER OF ASKING A TO I.

SHOW CARD Q29 WITH SCALE - ONE ANSWER ONLY PER LINE!

	All of the time	Almost all of the time	Around ¾ of the time	Around half of the time	Around ¼ of the time	Almost never	Never	DK	Refusal
A - Vibrations from hand tools, machinery, etc. (TREND)	1	2	3	4	5	6	7	8	9
B - Noise so loud that you would have to raise your voice to talk to people (TREND)	1	2	3	4	5	6	7	8	9
C - High temperatures which make you perspire even when not working (TREND)	1	2	3	4	5	6	7	8	9
D - Low temperatures whether indoors or outdoors (TREND)	1	2	3	4	5	6	7	8	9
E - Breathing in smoke, fumes (such as welding or exhaust fumes), powder or dust (such as wood dust or mineral dust) etc. (TREND 2005)	1	2	3	4	5	6	7	8	9
F - Breathing in vapours such as solvents and thinners (TREND 2005)	1	2	3	4	5	6	7	8	9
G - Handling or being in skin contact with chemical products or substances (TREND 2005)	1	2	3	4	5	6	7	8	9
H - Tobacco smoke from other people (TREND 2005)	1	2	3	4	5	6	7	8	9
I - Handling or being in direct contact with materials which can be infectious, such as waste, bodily fluids, laboratory materials, etc. (TREND 2005)	1	2	3	4	5	6	7	8	9



(MODIFIED TREND) ASK ALL

**Q30. Please tell me, using the same scale, does your main paid job involve...?**

READ OUT FROM A TO I – RANDOMISE ORDER OF ASKING A TO I, BUT  
ASK B AND C FIRST AND IN THAT ORDER.

SHOW SAME CARD (Q29) WITH SCALE - ONE ANSWER ONLY PER LINE!

	All of the time	Almost all of the time	Around ¾ of the time	Around half of the time	Around ¼ of the time	Almost never	Never	DK	Refusal
A – Tiring or painful positions (TREND)	1	2	3	4	5	6	7	8	9
B – Lifting or moving people (TREND 2005)	1	2	3	4	5	6	7	8	9
C - Carrying or moving heavy loads (TREND)	1	2	3	4	5	6	7	8	9
D – Sitting (NEW)	1	2	3	4	5	6	7	8	9
E - Repetitive hand or arm movements (TREND)	1	2	3	4	5	6	7	8	9
F - Dealing directly with people who are not employees at your workplace such as customers, passengers, pupils, patients, etc. (TREND)	1	2	3	4	5	6	7	8	9
G – Handling angry clients, customers, patients, pupils etc. (MODIFIED TREND)	1	2	3	4	5	6	7	8	9
H - Being in situations that are emotionally disturbing for you (NEW)	1	2	3	4	5	6	7	8	9
I - Working with computers, laptops, smartphones etc. (MODIFIED)	1	2	3	4	5	6	7	8	9

(TREND 2010) ASK ALL

**Q31. Does your job ever require that you wear personal protective equipment?**

ONE ANSWER ONLY!

1 - Yes----- > **CONTINUE WITH Q32**

2 – No----- > **GO TO Q33**

8 – DK/no opinion (spontaneous)---- > **GO TO Q33**

9 – Refusal (spontaneous) ----- > **GO TO Q33**

☐

ASK IF Q31=1 (YES TO PERSONAL PROTECTIVE EQUIPMENT)

(TREND 2010) ASK IF Q31=1

**Q32. Do you always use it when it is required?**

ONE ANSWER ONLY!

- 1 - Yes
- 2 - No
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q33. Regarding the health and safety risks related to the performance of your job, how well informed would you say you are?**

SHOW CARD Q33 WITH SCALE – ONE ANSWER ONLY!

- 1 - Very well informed
- 2 - Well informed
- 3 - Not very well informed
- 4 - Not at all well informed
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(NEW) ASK ALL

**Q34. Does your work involve visiting customers, patients, clients or working at their premises or in their home?**

ONE ANSWER ONLY!

- 1 - Yes
- 2 - No
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(MODIFIED TREND) ASK ALL

**Q35. Please take a look at these locations. In a moment, I will ask you how often you have worked in each location [during the last 12 months in your main paid job / (IF Q17=00: since you started your main paid job)].**

SHOW CARD Q35 (WITH LOCATIONS AND SCALE) - READ OUT FROM 'A' TO 'F' – ONE ANSWER PER LINE!

	Daily	Several times a week	Several times a month	Less often	Never	Don't know	Refusal
A. Your employer's/your own business' premises (office, factory, shop, school, etc.)	1	2	3	4	5	8	9
B. Clients' premises	1	2	3	4	5	8	9
C. A car or another vehicle	1	2	3	4	5	8	9
D. An outside site (e.g. construction site, agricultural field, streets of a city)	1	2	3	4	5	8	9
E. Your own home	1	2	3	4	5	8	9
F. Public spaces such as coffee shops, airports etc.	1	2	3	4	5	8	9

(TREND) ASK ALL

**Q36. In total, how many minutes per day do you usually spend travelling from home to work and back?**

INTERVIEWER: IF ZERO, CODE AS 777 (NOT RELEVANT/NOT APPLICABLE)

Number of minutes per day: **[PROG: DO NOT ACCEPT 000]**

777 – Not relevant (not applicable)

888 - DK/no opinion (spontaneous)

999 - Refusal (spontaneous)

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(TREND) ASK ALL

**Q37. Normally, how many times a month do you work... ?**

READ OUT 'A' – 'D' – TYPE IN NUMBER – ONE ANSWER PER LINE!

	2-digit response (01-31)	Never	DK/ No opinion (spontaneous)	Refusal (spontaneous)
A. – at night, for at least 2 hours between 10.00pm and 05.00am?		00	88	99
B. – on Sundays? [PROG: DO NOT ACCEPT 06-31]		00	88	99
C. – on Saturdays? [PROG: DO NOT ACCEPT 06-31]		00	88	99
D. – more than 10 hours a day?		00	88	99

(NEW) ASK ALL

The following question is about the amount of time available to you between working days.

**Q38. In the last month, has it happened at least once that you had less than 11 hours between the end of one working day and the start of the next working day?**

1 – Yes

2 – No

8 - DK/No opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q39. Do you work...?**

READ OUT FROM 'A' TO 'E' – ONE ANSWER PER LINE!

	Yes	No	DK	Refusal
A -The same number of hours every day	1	2	8	9
B - The same number of days every week	1	2	8	9
C- The same number of hours every week (TREND 2010)	1	2	8	9
D - Fixed starting and finishing times	1	2	8	9
E – Shifts	1	2	8	9

(NEW) – ASK ALL

**Q40. Over the last 12 months [IF Q17=00: Since you started your main paid job], how often have you been requested to come into work at short notice?**

SHOW CARD Q40 WITH SCALE –ONE ANSWER ONLY!

1 – Daily

2 – Several times a week

3 – Several times a month

4 – Less often

5 – Never

7 – Not applicable

8 – DK/no opinion (spontaneous)

9 – Refusal (spontaneous)

(TREND 2005) ASK IF Q39 E=1

**Q41. Do you work...?**

SHOW CARD Q41 - READ OUT - ONE ANSWER ONLY!

- 1 - Daily split shifts (with a break of at least 4 hours in between)
- 2 - Permanent shifts (morning, afternoon or night)
- 3 - Alternating / rotating shifts
- 4 - Other (spontaneous)
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(TREND 2005) ASK ALL

**Q42. How are your working time arrangements set?**

SHOW CARD Q42 - READ OUT - ONE ANSWER ONLY!

- 1 - They are set by the company / organisation  
with no possibility for changes ----- > **CONTINUE WITH Q43**
- 2 - You can choose between several fixed working  
schedules determined by the company/organisation ----- > **CONTINUE WITH Q43**
- 3 - You can adapt your working hours within certain limits (e.g. flextime)----- > **GO TO Q44**
- 4 - Your working hours are entirely determined by yourself ----- > **GO TO Q44**
- 8 - DK/no opinion (spontaneous) ----- > **GO TO Q44**
- 9 - Refusal (spontaneous) ----- > **GO TO Q44**

☐

(MODIFIED TREND 2005) ASK IF Q42=1 OR 2

**Q43. Do changes to your working time arrangements occur regularly? (IF YES) How long before are you informed about these changes?**

SHOW CARD Q43. - READ OUT - ONE ANSWER ONLY!

- 1 - No
- 2 - Yes, the same day
- 3 - Yes, the day before
- 4 - Yes, several days in advance
- 5 - Yes, several weeks in advance
- 6 - Other (spontaneous)
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(READ TO ALL)

**The following questions deal with work life balance.**

(TREND 2005) ASK ALL

**Q44. In general, how do your working hours fit in with your family or social commitments outside work?**

SHOW CARD Q44. – ONE ANSWER ONLY!

1 - Very well

2 - Well

3 - Not very well

4 - Not at all well

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(NEW) ASK ALL

**Q45 How often in the last 12 months, have you...? / [IF Q17=00: Since you started your main paid job, how often have you...?]**

SHOW CARD Q45 WITH SCALE – READ OUT FROM ‘A’ TO ‘E’ – RANDOMISE ORDER OF ASKING ‘A’ TO ‘E’ – ONE ANSWER ONLY PER LINE!

	Always	Most of the time	Sometimes	Rarely	Never	DK	Refusal	Not Applicable
A – kept worrying about work when you were not working	1	2	3	4	5	8	9	7
B – felt too tired after work to do some of the household jobs which need to be done	1	2	3	4	5	8	9	7
C – found that your job prevented you from giving the time you wanted to your family	1	2	3	4	5	8	9	7
D – found it difficult to concentrate on your job because of your family responsibilities	1	2	3	4	5	8	9	7
E – found that your family responsibilities prevented you from giving the time you should to your job	1	2	3	4	5	8	9	7

(MODIFIED TREND) ASK ALL

**Q46. Over the last 12 months, how often have you worked in your free time to meet work demands?**  
[IF Q17=00: Since you started your main paid job, how often have you worked in your free time to meet work demands?]

SHOW CARD Q46 – ONE ANSWER ONLY!

- 1 – Daily
  - 2 – Several times a week
  - 3 – Several times a month
  - 4 – Less often
  - 5 – Never
- 
- 7 – Not applicable
  - 8 – DK/no opinion (spontaneous)
  - 9 – Refusal (spontaneous)

(MODIFIED TREND 2010) ASK ALL

**Q47. Would you say that for you arranging to take an hour or two off during working hours to take care of personal or family matters is...**

SHOW CARD Q47 – ONE ANSWER ONLY!

- 1 – Very easy
- 2 – Fairly easy
- 3 – Fairly difficult
- 4 – Very difficult
- 8 – DK/no opinion (spontaneous)
- 9 – Refusal (spontaneous)

☐

(READ TO ALL)

**The following questions deal with the way your work is organised.**

(TREND) ASK ALL

**Q48. Please tell me, does your job involve short repetitive tasks of less than...**

INTERVIEWER: READ OUT 'A'-'B' –ONE ANSWER ONLY PER LINE! IF NECESSARY, SPECIFY THAT WE MEAN TASKS AND NOT MOVEMENTS SUCH AS CLICKING THE MOUSE BUTTON!

	Yes	No	DK	Refusal
A – 1 minute	1	2	8	9
B- 10 minutes	1	2	8	9



(TREND) ASK ALL

**Q49. And, does your job involve...**

SHOW CARD Q49 WITH SCALE – ONE ANSWER ONLY PER LINE!

R	READ OUT –ROTATE – MARK IN COLUMN “R” WHERE YOU START ASKING WITH AN “X” MARK	All of the time	Almost all of the time	Around ¾ of the time	Around half of the time	Around ¼ of the time	Almost never	Never	DK	Refusal
	A- working at very high speed	1	2	3	4	5	6	7	8	9
	B- working to tight deadlines	1	2	3	4	5	6	7	8	9

(TREND) ASK ALL

**Q50. On the whole, is your pace of work dependent on...**

INTERVIEWER: READ OUT ‘A’ TO ‘E’ – ONE ANSWER ONLY PER LINE!

	Yes	No	DK	Refusal	Not Applicable
A – the work done by colleagues	1	2	8	9	7
B – direct demands from people such as customers, passengers, pupils, patients, etc.	1	2	8	9	7
C – numerical production targets or performance targets	1	2	8	9	7
D – automatic speed of a machine or movement of a product	1	2	8	9	7
E – the direct control of your boss	1	2	8	9	7

(TREND) ASK ALL

**Q51. How often do you have to interrupt a task you are doing in order to take on an unforeseen task?**

SHOW CARD Q51 – READ OUT – ONE ANSWER ONLY!

☐

- 1 – Very often ----- > **CONTINUE WITH Q52**  
 2 – Fairly often ----- > **CONTINUE WITH Q52**  
 3 – Occasionally ----- > **CONTINUE WITH Q52**  
 4 – Never ----- > **GO TO Q53**  
 8 – DK/no opinion (spontaneous)-- > **GO TO Q53**  
 9 – Refusal (spontaneous) ----- > **GO TO Q53**

(TREND) ASK IF Q51=1 OR 2 OR 3

**Q52. For your work, are these interruptions...**

SHOW CARD Q52 – READ OUT – ONE ANSWER ONLY!

☐

- 1 – Disruptive  
 2 – Without consequences  
 3 – Positive  
 8 – DK/no opinion (spontaneous)  
 9 – Refusal (spontaneous)

(MODIFIED TREND) ASK ALL

**Q53. Generally, does your main paid job involve...**

INTERVIEWER: READ OUT 'A' TO 'F' – ONE ANSWER ONLY PER LINE!

	Yes	No	DK	Refusal
A – meeting precise quality standards	1	2	8	9
B – assessing yourself the quality of your own work	1	2	8	9
C – solving unforeseen problems on your own	1	2	8	9
D – monotonous tasks	1	2	8	9
E – complex tasks	1	2	8	9
F – learning new things	1	2	8	9

(MODIFIED TREND) ASK ALL

**Q54. Are you able to choose or change...**

INTERVIEWER: READ OUT 'A' TO 'C' – ONE ANSWER ONLY PER LINE!

	Yes	No	DK	Refusal
A – your order of tasks	1	2	8	9
B – your methods of work	1	2	8	9
C – your speed or rate of work	1	2	8	9

(TREND 2005) ASK ALL

**Q55. Does your job involve rotating tasks between yourself and colleagues?**

ONE ANSWER ONLY!

1 -Yes- ----- > **CONTINUE WITH Q56**

2 - No ----- > **GO TO Q58**

8 - DK/no opinion (spontaneous) -- > **GO TO Q58**

9 - Refusal (spontaneous) ----- > **GO TO Q58**

☐

(TREND 2005) ASK IF Q55=1

**Q56. Do those tasks require different skills?**

ONE ANSWER ONLY!

1 - Yes

2 - No

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(TREND 2005, MODIFIED TREND) ASK IF Q55=1

**Q57. Who decides the division of those tasks?**

READ OUT 'A' - 'B' - ONE ANSWER ONLY PER LINE!

	Yes	No	DK	Refusal
A – Your boss / manager	1	2	8	9
B - They are decided by people who are rotating tasks	1	2	8	9

ASK ALL

(TREND 2010) ASK ALL

**Q58. Do you work in a group or team that has common tasks and can plan its work?**

☐

ONE ANSWER ONLY!

1 - Yes ----- > CONTINUE WITH Q59

2 - No ----- > GO TO Q61

8 - DK/no opinion (spontaneous)---- > GO TO Q61

9 - Refusal (spontaneous) ----- > GO TO Q61

(TREND 2010) ASK IF Q58=1

**Q59. Is that always in the same team or group, or in several teams or groups?**

☐

ONE ANSWER ONLY!

1 – Always in the same team or group

2 – In several teams or groups

8 – DK/no opinion (spontaneous)

9 – Refusal (spontaneous)

(TREND 2010) ASK IF Q58=1

**Q60. For the team in which you work mostly, do the members decide by themselves...?**

INTERVIEWER: READ OUT 'A' TO 'C' – ONE ANSWER ONLY PER LINE!

	Yes	No	DK	Refusal
A - ... on the division of tasks	1	2	8	9
B - ... who will be head of the team	1	2	8	9
C - ... the timetable of the work	1	2	8	9

(TREND) ASK ALL

**Q61. For each of the following statements, please select the response which best describes your work situation.**

SHOW CARD Q61. WITH SCALE – READ OUT FROM ‘A’ TO ‘O’ – RANDOMISE ORDER OF ASKING ‘A’ TO ‘O’ (BUT ASK ‘A’ AND ‘B’ FIRST IN THAT ORDER) – ONE ANSWER ONLY PER LINE!

	Always	Most of the time	Some- times	Rarely	Never	DK	Refusal	Not Applicable
A – Your colleagues help and support you (MODIFIED TREND)	1	2	3	4	5	8	9	7
B – [ASK EMPLOYEE ONLY, Q7=1 OR Q8a=1 OR Q8b=6-9] Your manager helps and supports you (MODIFIED TREND)	1	2	3	4	5	8	9	7
C – You are consulted before objectives are set for your work (MODIFIED TREND)	1	2	3	4	5	8	9	7
D – You are involved in improving the work organisation or work processes of your department or organisation (TREND 2010)	1	2	3	4	5	8	9	7
E – You have a say in the choice of your work colleagues (TREND)	1	2	3	4	5	8	9	7
F – You can take a break when you wish (TREND)	1	2	3	4	5	8	9	
G – You have enough time to get the job done (TREND)	1	2	3	4	5	8	9	
H – Your job gives you the feeling of work well done (TREND 2005)	1	2	3	4	5	8	9	
I – You are able to apply your own ideas in your work (TREND 2005)	1	2	3	4	5	8	9	
J – You have the feeling of doing useful work (TREND 2005)	1	2	3	4	5	8	9	
K – You know what is expected of you at work (TREND 2010)	1	2	3	4	5	8	9	
L – [ASK EMPLOYEE ONLY, Q7=1 OR Q8a=1 OR Q8b=6-9] You are treated fairly at your workplace (NEW)	1	2	3	4	5	8	9	
M – You experience stress in your work (TREND 2010)	1	2	3	4	5	8	9	
N – You can influence decisions that are important for your work (TREND 2010)	1	2	3	4	5	8	9	
O – Your job requires that you hide your feelings (TREND 2010)	1	2	3	4	5	8	9	

READ OUT AND ASK IF EMPLOYEE:  
Q7=1 OR Q8a=1 OR Q8b=6-9

**I would now like you to think about your immediate boss, who you may also refer to as your immediate manager or supervisor.**

(TREND) ASK EMPLOYEE ONLY

**Q62. Is your immediate boss a man or a woman?**

ONE ANSWER ONLY!

- 1 - A man
- 2 - A woman
- 7 - Not applicable (spontaneous)
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

ASK IF Q62=1 OR Q62=2

(MODIFIED TREND) ASK EMPLOYEE ONLY (Q7=1 OR Q8a=1 OR Q8b=6-9)

**Q63. To what extent do you agree or disagree with the following statements?**

**Your immediate boss...**

SHOW CARD Q63 WITH SCALE – READ OUT FROM ‘A’ TO ‘F’ – RANDOMISE ORDER OF ASKING ‘A’ TO ‘F’ – ONE ANSWER ONLY PER LINE!

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Not applicable (spontaneous)	DK (spontaneous)	Refusal (spontaneous)
A – respects you as a person	1	2	3	4	5	7	8	9
B – gives you praise and recognition when you do a good job	1	2	3	4	5	7	8	9
C – is successful in getting people to work together	1	2	3	4	5	7	8	9
D – is helpful in getting the job done	1	2	3	4	5	7	8	9
E – provides useful feedback on your work	1	2	3	4	5	7	8	9
F – encourages and supports your development	1	2	3	4	5	7	8	9

READ OUT TO ALL

**I am now going to ask you some questions about skills and training.**

ASK ALL

(MODIFIED TREND) ASK ALL

**Q64. Which of the following statements would best describe your skills in your own work?**

SHOW CARD Q64. - ONE ANSWER ONLY!

☐

- 1 - I need further training to cope well with my duties
- 2 - My present skills correspond well with my duties
- 3 - I have the skills to cope with more demanding duties
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

(TREND 2005) ASK ALL

**Q65. Over the past 12 months, have you undergone any of the following types of training to improve your skills? [IF Q17=00: Since you started your main paid job, have you undergone any of the following types of training to improve your skills?]**

READ OUT FROM 'A' TO 'D' - ONE ANSWER ONLY PER LINE!

	Yes	No	DK	Refusal
A - [ask employees only Q7=1 OR Q8a=1 OR Q8b=6-9] Training paid for or provided by your employer	1	2	8	9
B - [ask all] Training paid by yourself (TREND)	1	2	8	9
C - On-the-job training (co-workers, supervisors)	1	2	8	9
D - Other training (new)	1	2	8	9

IF Q65 A = 1 (YES) AND EMPLOYEE (Q7=1, Q8a=1 OR Q8b=6-9)

**Q66. Over the past 12 months, how many days in total did you spend in training paid for or provided by your employer? [IF Q17=00: Since you started your main paid job, how many days in total have you spent in training paid for or provided by your employer?]**

ONE ANSWER ONLY!

- 1 - 1 day or less
- 2 - 2-3 days
- 3 - 4-5 days
- 4 - 6-9 days
- 5 - 10-19 days
- 6 - 20 days or more
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

ASK IF Q65 A OR B = 1 (YES)

**Q67. Do you agree or disagree with the following statements on the training received over the last 12 months [IF Q65A=1 AND Q65B≠1: paid for and provided by your employer] [IF Q65B=1 AND Q65A NOT ASKED OR ≠1: paid by yourself] [IF Q65A=1 AND Q65B=1: either provided by your employer or paid for by yourself]?**

SHOW CARD Q67 WITH SCALE – READ OUT ‘A’ TO ‘C’ – ONE ANSWER ONLY PER LINE!

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	DK	Refusal
A - The training has helped me improve the way I work	1	2	3	4	5	8	9
B - I feel that my job is more secure because of my training	1	2	3	4	5	8	9
C - I feel my prospects for future employment are better	1	2	3	4	5	8	9

ASK IF Q65 B = 1 (YES)

**Q68. Over the past 12 months, how many days in total did you spend in training paid by yourself? [IF Q17=00: Since you started your main paid job, how many days in total have you spent in training paid by yourself?]**

ONE ANSWER ONLY!

- 1 - 1 day or less
- 2 - 2-3 days
- 3 - 4-5 days
- 4 - 6-9 days
- 5 - 10-19 days
- 6 - 20 days or more
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

IF Q65 A = 2 (NO) AND EMPLOYEE (Q7=1, Q8a=1 OR Q8b=6-9)

(TREND 2010)

**Q69 Did you ask for training to be provided for you by your employer?**

ONE ANSWER ONLY!

- 1 - Yes
- 2 - No
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐



INTERVIEWER: QUESTIONS Q70 AND Q71 SHOULD BE ASKED TO EMPLOYEES ONLY! - I.E. THOSE WHO ANSWERED Q7= 1, Q8a= 1 OR Q8b= 6-9.

(NEW)

**Q70. The next questions are about your workplace. To what extent do you agree or disagree with the following statements?**

SHOW CARD Q70 WITH SCALE – READ OUT FROM ‘A’ TO ‘F’ – RANDOMISE ORDER OF ASKING ‘A’ TO ‘F’ – ONLY ONE ANSWER POSSIBLE PER LINE

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Not applicable	DK	Refusal
A - Employees are appreciated when they have done a good job	1	2	3	4	5	7	8	9
B - The management trusts the employees to do their work well	1	2	3	4	5	7	8	9
C - Conflicts are resolved in a fair way	1	2	3	4	5	7	8	9
D - The work is distributed fairly	1	2	3	4	5	7	8	9
E - There is good cooperation between you and your colleagues	1	2	3	4	5	7	8	9
F - In general, employees trust management	1	2	3	4	5	7	8	9

(NEW) ASK EMPLOYEES ONLY (Q7= 1, Q8a= 1 OR Q8b= 6-9)

**Q71. Does the following exist at your company or organisation...?**

INTERVIEWER: READ OUT ‘A’ TO ‘C’ – RANDOMISE ORDER OF ASKING ‘A’ TO ‘C’ – ONE ANSWER ONLY PER LINE!

INTERVIEWER: It is about the company or organisation to which one belongs, not only the local establishment and maybe not the local place of work

	Yes	No	DK	Refusal
A- Trade union, works council or a similar committee representing employees?	1	2	8	9
B- Health and safety delegate or committee?	1	2	8	9
C- A regular meeting in which employees can express their views about what is happening in the organisation?	1	2	8	9

ASK ALL

(TREND) ASK ALL

**Q72. Over the past 12 months at work, have you been subjected to any of the following?**

[IF Q17=00: Since you started your main paid job, have you been subjected at work to any of the following?]

SHOW CARD Q72 – ONLY ONE ANSWER POSSIBLE PER LINE

	Yes	No	DK	Refusal
A – age discrimination	1	2	8	9
B – discrimination linked to race, ethnic background or colour	1	2	8	9
C – discrimination linked to nationality	1	2	8	9
D – discrimination on the basis of your sex	1	2	8	9
E - discrimination linked to religion	1	2	8	9
F – discrimination linked to disability	1	2	8	9
G – discrimination linked to sexual orientation	1	2	8	9

(TREND) ASK ALL

**Q73. Do you think your health or safety is at risk because of your work?**

ONE ANSWER ONLY!

1 - Yes

2 - No

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(TREND 2005) ASK ALL

**Q74. Does your work affect your health?**

READ OUT – ONE ANSWER ONLY!

1 - Yes, mainly positively

2 - Yes, mainly negatively

3 - No

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(READ TO ALL)

**The following questions are about your health, not necessarily related to your work.**

(TREND 2010) ASK ALL

**Q75. How is your health in general? Would you say it is ...**

SHOW CARD Q75 – ONE ANSWER ONLY!

1 – Very good

2 – Good

3 – Fair

4 – Bad

5 – Very bad

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(NEW)

ASK ALL

**Q76. Do you have any illness or health problem which has lasted, or is expected to last, for more than 6 months?**

ONE ANSWER ONLY!

1- Yes

2- No

8- Don't know

9- Refusal

(NEW)

ASK IF Q76=1

**Q77 Are your daily activities limited because of this illness or health problem?**

ONE ANSWER ONLY!

1 - Yes, severely limited

2 - Yes, somewhat limited

3 - Not limited at all

8 - Don't know

9 - Refusal

(MODIFIED TREND)

**Q78 Over the last 12 months, did you have any of the following health problems?**

SHOW CARD Q78 – ONE ANSWER PER LINE!

	Yes	No	DK	Refusal
A - hearing problems	1	2	8	9
B - skin problems	1	2	8	9
C - backache	1	2	8	9
D - muscular pains in shoulders, neck and/or upper limbs (arms, elbows, wrists, hands etc.) (MODIFIED TREND)	1	2	8	9
E - muscular pains in lower limbs (hips, legs, knees, feet etc.) (MODIFIED TREND)	1	2	8	9
F - headaches, eyestrain (MODIFIED TREND)	1	2	8	9
G - injury(ies) (TREND)	1	2	8	9
H - anxiety (MODIFIED TREND)	1	2	8	9
I - overall fatigue (MODIFIED TREND)	1	2	8	9
J - other (spontaneous)	1	2	8	9

(NEW) ASK ALL

**Q79. Over the last 12 months, how often did you have any of the following sleep related problems?**

SHOW CARD Q79 - READ OUT FROM 'A' TO 'C' – ONE ANSWER PER LINE!

	Daily	Several times a week	Several times a month	Less often	Never	DK	Refusal
A - Difficulty falling asleep	1	2	3	4	5	8	9
B - Waking up repeatedly during the sleep	1	2	3	4	5	8	9
C - Waking up with a feeling of exhaustion and fatigue	1	2	3	4	5	8	9

(TREND 2010) ASK ALL

**Q80. Over the last month, during the course of your work have you been subjected to any of the following?**

SHOW CARD Q80. – ONE ANSWER PER LINE!

	Yes	No	DK	Refusal
A – verbal abuse?	1	2	8	9
B – unwanted sexual attention?	1	2	8	9
C – threats?	1	2	8	9
D – humiliating behaviours?	1	2	8	9

(TREND 2010) ASK ALL

**Q81. And over the past 12 months, during the course of your work have you been subjected to any of the following?**

[IF Q17=00: And since you started your main paid job, during the course of your work have you been subjected to any of the following?]

SHOW CARD Q81 – ONE ANSWER PER LINE!

	Yes	No	DK	Refusal
A – physical violence (MODIFIED TREND)	1	2	8	9
B – sexual harassment	1	2	8	9
C – bullying / harassment	1	2	8	9

The next questions are about times when you might have been absent from work recently.

(MODIFIED TREND) ASK ALL

**Q82. Over the past 12 months how many days in total were you absent from work due to sick leave or health-related leave?**

[IF Q17=00: Since you started your main paid job, how many days in total have you been absent from work due to sick leave or health-related leave?]

Number of working days [PROG: 000-365]: .....

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888 - DK/no opinion (spontaneous)

999 - Refusal (spontaneous)

ASK IF Q82 > 0, THAT IS ONLY TO THOSE WHO ANSWERED AT LEAST 1 DAY AT Q82.

**Q83. How many of these days of absence resulted from the following?**

READ OUT 'A' AND 'B' – TYPE IN NUMBER OF DAYS PER LINE

	Number of days [PROG: CHECK LOGIC AGAINST Q82 RESPONSE]	DK	Refusal
A - Accident(s) at work	.....	888	999
B – Health problems caused or made worse by your work (excluding accidents)	.....	888	999

(TREND 2010) ASK ALL

**Q84a. Over the past 12 months did you work when you were sick?**

[IF Q17=00: Since you started your main paid job, have you worked when you were sick?]

SINGLE CODE ONLY

1 - Yes

2 - No

7 - I was not sick (spontaneous)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(IF YES) **Q84b.** Number of working days [PROG: 001-365]: .....

888 – DK/no opinion (spontaneous)

999 – Refusal (spontaneous)

INTERVIEWER, QUESTIONS Q85 AND Q86 SHOULD BE ASKED ONLY TO THOSE WITH A LONGSTANDING ILLNESS OR HEALTH PROBLEM (Q76 = CODE 1).

Rationale: Changes in workplace or work activity may be more relevant in relation to existing physical and mental limitation in executing usual daily activities rather than in the presence of health problem per se. In case of change of filtering, first sentence should be changed to: "You said earlier that you are limited in your daily activities due to health problem."

(NEW)

**Q85. You mentioned earlier that you have an illness or a health problem which has lasted, or is expected to last, for more than 6 months. Has your workplace or work activity been changed to accommodate for your illness or health problem?**

ONE ANSWER ONLY!

1. Yes

2. No

8. Don't know

9. Refusal

(NEW)

**Q86. Would future adaptation in your workplace or work activity be needed to accommodate for your illness or health problem?**

ONE ANSWER ONLY!

1. Yes

2. No

8. Don't know

9. Refusal

ASK ALL

(TREND 2010)

**Q87. Please indicate for each of the five statements which is the closest to how you have been feeling over the last two weeks.**

SHOW CARD Q87 WITH SCALE - READ OUT FROM 'A' TO 'E' – RANDOMISE ORDER OF ASKING 'A' TO 'E' - ONE ANSWER PER LINE.

	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time	DK (spontaneous)	Refusal (spontaneous)
A - I have felt cheerful and in good spirits	1	2	3	4	5	6	8	9
B - I have felt calm and relaxed	1	2	3	4	5	6	8	9
C - I have felt active and vigorous	1	2	3	4	5	6	8	9
D - I woke up feeling fresh and rested	1	2	3	4	5	6	8	9
E - My daily life has been filled with things that interest me	1	2	3	4	5	6	8	9

READ OUT TO ALL

**The following questions are about your job in general again.**

(TREND) ASK ALL

**Q88. On the whole, are you very satisfied, satisfied, not very satisfied or not at all satisfied with working conditions in your main paid job?**

SHOW CARD Q88 – ONE ANSWER ONLY

- 
- 1 - Very satisfied
  - 2 - Satisfied
  - 3 - Not very satisfied
  - 4 - Not at all satisfied
  - 8 - DK/no opinion (spontaneous)
  - 9 - Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q89. To what extent do you agree or disagree with the following statements about your job?**

SHOW CARD Q89 WITH SCALE - READ OUT FROM 'A' TO 'I' – RANDOMISE ORDER OF ASKING 'A' TO 'F' (ASK 'G' AND 'H' LAST IN THAT ORDER) – ONE ANSWER PER LINE!

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Not applicable (spontaneous)	DK (spontaneous)	Refusal (spontaneous)
A – Considering all my efforts and achievements in my job, I feel I get paid appropriately	1	2	3	4	5	7	8	9
B - My job offers good prospects for career advancement	1	2	3	4	5	7	8	9
C - I receive the recognition I deserve for my work (NEW)	1	2	3	4	5	7	8	9
D - I generally get on well with my work colleagues (NEW)	1	2	3	4	5	7	8	9
E – The organisation I work for motivates me to give my best job performance (TREND 2010)	1	2	3	4	5	7	8	9
[ASK ONLY IF CHILDREN IN HOUSEHOLD, Q3cX=02] F - I get on better with my children because I have a job (NEW)	1	2	3	4	5	7	8	9
G - I might lose my job in the next 6 months (TREND)	1	2	3	4	5	7	8	9
H – If I were to lose or quit my current job, it would be easy for me to find a job of similar salary (TREND 2010)	1	2	3	4	5	7	8	9



(NEW)

ASK ALL

**Q90. The following statements are about how you feel about your job. For each statement, please tell me how often you feel this way...**

SHOW CARD Q90 WITH SCALE – READ OUT FROM ‘A’ TO ‘F’ – RANDOMISE ORDER OF ASKING ‘A’ TO ‘F’ – ONE ANSWER ONLY PER LINE!

	Always	Most of the time	Sometimes	Rarely	Never	Don't know	Refusal
A – At my work I feel full of energy	1	2	3	4	5	8	9
B – I am enthusiastic about my job	1	2	3	4	5	8	9
C – Time flies when I am working	1	2	3	4	5	8	9
D – I feel exhausted at the end of the working day	1	2	3	4	5	8	9
E – I doubt the importance of my work	1	2	3	4	5	8	9
F – In my opinion, I am good at my job	1	2	3	4	5	8	9

QUESTION Q91 SHOULD ONLY BE ASKED TO SELF-EMPLOYED PEOPLE! (Q8b=1-5 AND Q8b≠6-9)

(MODIFIED TREND)

**Q91. To what extent do you agree or disagree with the following statements?**

SHOW CARD Q91 WITH SCALE – READ OUT FROM ‘A’ TO ‘E’ – RANDOMISE ORDER OF ASKING ‘A’ TO ‘E’ - ONE ANSWER PER LINE!

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Not applicable (spontaneous)	DK (spontaneous)	Refusal (spontaneous)
A - If I had a long term sickness, I would be financially secure (MODIFIED TREND 2010)	1	2	3	4	5	7	8	9
B - I enjoy being my own boss (MODIFIED TREND 2010)	1	2	3	4	5	7	8	9
C - It is easy for me to find new customers (NEW)	1	2	3	4	5	7	8	9
D –I find it hard bearing the responsibility of running my business (NEW)	1	2	3	4	5	7	8	9
E- I make the most important decisions on how the business is run	1	2	3	4	5	7	8	9

(MODIFIED TREND 2010) ASK ALL

**Q92. Until what age do you want to work?**

Age:

--	--	--

666 - As late as possible (spontaneous)

888 – Don't know (spontaneous)

999 – Refusal (spontaneous)

ASK ALL

**Q93. [IF RESPONDENT AGED 55 OR YOUNGER AT Q2b OR DK/REFUSED AT Q2b: Do you think you will be able to do your current job or a similar one until you are 60 years old?]**

**[IF RESPONDENT AGED 56 OR OLDER AT Q2b: Do you think you will be able to do your current job or a similar one in five years' time?]**

ONE ANSWER ONLY!

1. Yes

2. No

-----

8. Don't know (spontaneous)

9. Refusal (spontaneous)

(NEW)

ASK ALL IF YES AT Q93 (CODE 1)

**Q94. Until what age do you think you will be able to do your current job or a similar one?**

Age :

888 – Don't know (spontaneous)

999 – Refusal (spontaneous)

## Demographics

READ OUT TO ALL

The following questions are about your activities outside work.

(MODIFIED TREND)

**Q95. In general, how often are you involved in any of the following activities outside work?**

SHOW CARD Q95. WITH SCALE- READ OUT 'A' TO 'G' – RANDOMISE ORDER OF ASKING – ONE ANSWER PER LINE!

INTERVIEWER: IF FOR ANY OF THE ITEMS FROM 'A' TO 'G' IN QUESTION Q95 THE ANSWER IS "DAILY", CONTINUE WITH Q96.

(Q95A – Q95G = 1 CONTINUE WITH Q96x)

**Q96. On average, how many hours per day do you spend on the activity?**

INTERVIEWER: ENTER NUMBER OF HOURS. ROUND UP OR DOWN TO NEAREST HOUR. IF LESS THAN ONE HOUR PER DAY, TYPE '00' THEN ASK FOR NUMBER OF MINUTES AND TYPE IN NUMBER OF MINUTES.

	Q95.								Q96.	
	Daily	Several times a week	Several times a month	Less often	Never	Not applicable	DK	Refusal	No. of hours (88=DK, 99=Refusal)	No. of minutes (88=DK, 99=Refusal)
A - Voluntary or charitable activity	1	2	3	4	5		8	9	Type in ...	Type in ...
B - Political/trade union activity	1	2	3	4	5		8	9	Type in ...	Type in ...
C - Caring for and/or educating your children, grandchildren	1	2	3	4	5	7	8	9	Type in ...	Type in ...
D - Cooking and housework	1	2	3	4	5		8	9	Type in ...	Type in ...
E - Caring for elderly/ disabled relatives	1	2	3	4	5	7	8	9	Type in ...	Type in ...
F - Taking a training or education course	1	2	3	4	5		8	9	Type in ...	Type in ...
G - Sporting, cultural or leisure activity outside your home	1	2	3	4	5		8	9	Type in ...	Type in ...

INTERVIEWER: ASK Q97 AND Q98 IF RESPONDENT HAS A WORKING PARTNER IN  
HOUSEHOLD (Q3cX=01 AND Q4cX=01)

(NEW)

**Q97. You mentioned that your partner lives in this household, How many hours does your partner normally work per week, including any paid or unpaid overtime?**

Number of hours per week: (TYPE IN) .....

888 – DK/no opinion (spontaneous)

999 – Refusal (spontaneous)

(NEW)

**Q98. How many hours would you prefer your partner to work per week?**

Number of hours per week: (TYPE IN).....

777 – The same number of hours as currently (spontaneous)

888 – DK/no opinion (spontaneous)

999 – Refusal (spontaneous)

READ OUT TO ALL

**The following questions are about your education and your income.**

(TREND)

ASK IF Q1 IS > 1 (MULTI-PERSON HOUSEHOLD) OR 99 (REFUSAL), OTHERWISE  
CODE 1

**Q99. Are you, in your household, the person who contributes the most to the household income?**

ONE ANSWER ONLY!

1 - Yes

2 - No

3 - All equally (spontaneous)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

(EQLS 2012)

**Q100. A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total monthly income, is your household able to make ends meet...?**

SHOW CARD Q100 - ONLY ONE ANSWER POSSIBLE!

1 - Very easily

2 - Easily

3 - Fairly easily

4 - With some difficulty

5 - With difficulty

6 - With great difficulty

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

INTERVIEWER, QUESTION Q101 SHOULD BE ASKED TO EMPLOYEES ONLY!

I.E. THOSE WHO ANSWERED Q7=1, OR Q8a=1 OR Q8b=6-9

(MODIFIED TREND)

**Q101. Thinking about your earnings from your main job, what do they include?**

SHOW CARD Q101 - ONE ANSWER PER LINE!

	Yes	No	DK	Refusal
A - Basic fixed salary/wage	1	2	8	9
B - Piece rate or productivity payments	1	2	8	9
C - Extra payments for additional hours of work/overtime	1	2	8	9
D - Extra payments compensating for bad or dangerous working conditions	1	2	8	9
E - Extra payments compensating for Sunday work	1	2	8	9
F - Payments based on your individual performance (NEW)	1	2	8	9
G - Payments based on the performance of your team / working group / department	1	2	8	9
H - Payments based on the overall performance of the company (profit sharing scheme) where you work	1	2	8	9
I - Income from shares in the company you work for	1	2	8	9
J - Advantages of other nature (for instance medical services, access to shops, etc.)	1	2	8	9
K - Other (SPONTANEOUS)	1	2	8	9

INTERVIEWER: QUESTIONS Q102 AND Q103 SHOULD ONLY BE ASKED TO SELF-EMPLOYED PEOPLE!

I.E. THOSE WHO ANSWERED Q8b=1-5 AND Q8b≠6-9

TREND 2010

**Q102. What proportion of revenue do you receive from your most important client?**

SHOW CARD Q102 - ONLY ONE ANSWER POSSIBLE!

- 1 – Less than 50 percent
- 2 – 50 to 75 percent
- 3 – More than 75 percent
- 8 - DK/no opinion (spontaneous)
- 9 – Refusal (spontaneous)

☐

(MODIFIED TREND)

**Q103. What do your earnings from your main business include?**

SHOW CARD Q103 - ONE ANSWER PER LINE!

	Mentioned	Not mentioned	DK	Refusal
A - Income from self-employment such as own business, profession or farm	1	2	8	9
B - Payments based on the overall performance of the company (profit sharing scheme) or partnership where you work	1	2	8	9
C - Income from shares in the company you work for	1	2	8	9
D - Other (SPONTANEOUS)	1	2	8	9

ASK ALL

(MODIFIED TREND)

**Q104. Please can you tell us how much are your NET monthly earnings from your main paid job?**

Please refer to your average earnings in recent months. If you don't know the exact figure, please give an estimate.

INTERVIEWER: ONLY INCOME FROM THE MAIN JOB COUNTS, DO NOT INCLUDE OLD AGE PENSIONS, ETC.

PLEASE EXPLAIN THAT THE MAIN JOB REFERS TO THE JOB THEY REFERRED TO WHEN SCREENED FOR ELIGIBILITY.

INTERVIEWER: IF NECESSARY, EXPLAIN NET MONTHLY EARNINGS ARE THE EARNINGS AT ONE'S DISPOSAL AFTER TAXES AND SOCIAL SECURITY CONTRIBUTIONS!

Net monthly earnings from the main job in national currency:

88888888 - DK (spontaneous)

99999999 – Refusal (spontaneous)

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INT: ASK Q105. IF RESPONDENT DOES NOT KNOW THE NET MONTHLY EARNINGS FROM THE MAIN JOB OR IN CASE OF SOFT REFUSAL

(TREND 2010)

**Q105. Perhaps you can provide the approximate range instead. What letter best matches your total net earnings from your main job (SHOW CARD Q105)? Use the part of the show card that you know best: weekly, monthly or annual earnings.**

INTERVIEWER: SHOW CARD Q105

PLEASE CIRCLE THE CODE THAT MATCHES THE RESPONDENT'S ANSWER/LETTER



SHOW CARD Q105 - Please tell me the letter that corresponds with your net monthly earnings from your main job. Use the part of the card that you know best: weekly, monthly or annual net earnings.)

	Code	WEEKLY	MONTHLY	YEARLY
1 = D	<b>D</b>			
2 = B	<b>B</b>			
3 = I	<b>I</b>			
4 = O	<b>O</b>			
5 = T	<b>T</b>			
6 = G	<b>G</b>			
7 = P	<b>P</b>			
8 = A	<b>A</b>			
9 = F	<b>F</b>			
10 = E	<b>E</b>			
11 = Q	<b>Q</b>			
12 = H	<b>H</b>			
	22	(Refusal)		
	23	(Don't know)		

*[\* Country specific showcards were used]*



(MODIFIED TREND)

**Q106. What is the highest level of education or training that you have successfully completed?**

SHOW CARD Q106 - ONE ANSWER ONLY!

*[Note; additional explanation of ISCED classification and correspondence to local qualifications were provided in each country]*

- 01 - Early childhood education (ISCED 0)
- 02 - Primary education (ISCED 1)
- 03 - Lower secondary education (ISCED 2)
- 04 - Upper secondary education (ISCED 3)
- 05 - Post-secondary non-tertiary education (ISCED 4)
- 06 – Short-cycle tertiary education (ISCED 5)
- 07 – Bachelor or equivalent (ISCED 5)
- 08 – Master or equivalent (ISCED 5)
- 09 – Doctorate or equivalent (ISCED 6)
- 88 - Don't know (spontaneous)
- 99 - Refusal (spontaneous)

☐

TO ALL

(MODIFIED TREND)

**P13. Thank you for participating in the sixth European Foundation Working Conditions Survey.**

**Eurofound may conduct a small number of follow-up interviews (maximum length: one hour) with respondents in the next year. Would you be willing to participate in such a follow-up interview?**

- 1 - Yes
- 2 - No

☐

## Interview protocol

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**P4 Number of persons present during the interview, including interviewer.**

- 1 - Two (Interviewer and respondent)
- 2 - Three
- 3 - Four
- 4 - Five or more

☐

**P5 Respondent cooperation**

- 1 - Very good
- 2 - Good
- 3 - Fair
- 4 - Poor
- 5 - Very poor

☐

(NEW)

**P5\_1 Did the respondent ask for clarification on or have difficulty answering any questions?**

- Never
- Rarely
- Sometimes
- Most of the time
- Always

**P6 Size of locality (FROM THE SAMPLE AND CONTACT SHEET)**

**P7 Region (FROM THE SAMPLE AND CONTACT SHEET)**

**P8a Respondent address**

**P8b Address number**

**P8c Respondent Postal code**

**P9 PSU**

**P9b SAMPLE POINT NUMBER**

**P9c Respondent name**

**P12A Fixed telephone available in the household?**

- 1 - Yes
- 2 - No

**P12AA What is this telephone number?**

- 1 - Yes
- 2 - No

**P12B Mobile telephone available in the household?**

- 1 - Yes
- 2 - No

**P12B B What is this telephone number?**

- 1 - Yes
- 2 - No

**P1 Date of the interview**

**P2 Time of the beginning of the interview**

**P2b Time of the end of the interview**

**P3 Number of minutes the interview lasted**

**P3a Language of interview**

01	German	12	Lithuanian	23	Croatian
02	French	13	Latvian	24	Romanian
03	Greek	14	Dutch	25	Turkish
04	Czech	15	Maltese	26	Serbian
05	Danish	16	Polish	27	Albanian
06	Estonian	17	Portuguese	28	Russian
07	Spanish	18	Swedish	29	Montenegrin
08	Finnish	19	Slovenian	30	Luxembourgish
09	Hungarian	20	Slovakian	31	Catalan
10	English	21	Norwegian	32	Basque
11	Italian	22	Bulgarian		

**P3b Country**

# 5<sup>TH</sup> EUROPEAN SURVEY ON WORKING CONDITIONS (2010)

## QUESTIONNAIRE

### *Information note:*

This is the final master questionnaire of the 5<sup>th</sup> European Working Conditions Survey (EWCS) which took place in 2010. The questionnaire was translated into 32 languages including the key minority languages of the 34 countries surveyed. Nine of the languages were used in more than one country and adapted to the cultural context when necessary.

The interviewer instructions are written in CAPITAL letters. This document also contains information about whether the questions were used in previous waves of the EWCS: the year(s) is indicated above each question.

In addition to this questionnaire, a glossary is available.

The standard conditions for use of Eurofound's research, including the 5<sup>th</sup> EWCS questionnaire, are as follows:

1. The original source of the data must be acknowledged in any publication/ disseminated materials in which it appears.
2. A copy of such published / disseminated material(s) (or URL reference in the case of online usage) must be provided for Eurofound's files and sent to Sophia MacGoris ([smg@eurofound.europa.eu](mailto:smg@eurofound.europa.eu)) at the European Foundation for the Improvement of Living and Working Conditions, Wyattville Road, Loughlinstown, Co. Dublin, Ireland.

\* \* \*

## Household data

(TREND 2005)

**HH1. I'd like to start by asking you a few questions about your household.**

**Including yourself, can you please tell me how many people live in this household?**

Number of people living in household: .....

--	--

99 - Refusal (spontaneous)

(TREND 2005)

**HH2.**

INTERVIEWER: NOW OBTAIN INFORMATION THAT YOU NEED TO ENTER ON HOUSEHOLD GRID ON NEXT PAGE, STARTING WITH THE RESPONDENT

a. (INTERVIEWER: CODE GENDER OF RESPONDENT IN GRID BELOW)

b. Starting with yourself, how old are you?

c. (INTERVIEWER: SKIP FOR RESPONDENT)

SHOW CARD D

d. Please look at this card and tell me which of these categories describes your current situation the best?

(MODIFIED TREND 2005)

**HH3.**

INTERVIEWER: FOR SECOND HOUSEHOLD MEMBER, START WITH THE OLDEST MEMBER OF THE HOUSEHOLD. REPEAT GRID QUESTIONS A-F FOR ALL OTHER HOUSEHOLD MEMBERS.

**Now thinking about the other members of your household, starting with the oldest ...**

a. Could you tell me whether this is a male or a female?

b. How old is he/she?

SHOW CARD C

c. What is this person's relationship to you? Is he/she your ...?

ASK QUESTION D. ONLY FOR MEMBERS OF THE HOUSEHOLD AGED 15+ YEARS

SHOW CARD D

d. And which of these categories describes the situation of this person the best?

ASK QUESTION. E. IF MAIN ECONOMIC ACTIVITY IS = 6 TO 10

e. Even those who do not have a job may do some work sometimes. Did this person work last week?  
An hour of paid work is enough to answer yes.

ASK QUESTION F. ONLY IF HAS A JOB (D = 1 or D=2), OR WORKED PAST WEEK (E = 1)

f. Is this person working on an ad hoc basis, works part time (between 10 to 30 hours a week), or works full time?

## HOUSEHOLD GRID

		A		B	C	D	E	F
		INTERVIEWER: Code for respondent		Age (for babies under 1, write 1)	Relationship to respondent	Economic activity	Worked past week	Ad hoc/ Part time/ Full time
		Male	Female		Code from list below	Code from list below	1 - yes 2 - no	1 - adhoc 2 - part time 3 - full time
1	Respondent	1	2	.....		01 02 03 04 05 06 07 08 09 10 88 99		
2	Person 2	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
3	Person 3	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
4	Person 4	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
5	Person 5	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
6	Person 6	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
7	Person 7	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
8	Person 8	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
9	Person 9	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9
10	Person 10	1	2	.....	01 02 03 04 05 06 07 08 88 99	01 02 03 04 05 06 07 08 09 10 88 99	1 2 8 9	1 2 3 8 9

| 888 - DK/No opinion (spontaneous)  
999 – Refusal (spontaneous)

C. RELATIONSHIP CODES [CARD C]	D. ECONOMIC ACTIVITY CODES [CARD D]:	E. WORKED PAST WEEK:	F. AD HOC/ PART TIME/ FULL TIME
01 - spouse/partner 02 - son/daughter 03 - parent, step-parent or parent in law 04 - daughter or son in law 05 - grandchild 06 - brother/sister (incl. half and step siblings) 07 - other relative 08 - other non relative  88 - DK/No opinion (spontaneous) 99- Refusal (spontaneous)	01 - at work as employee or employer/self-employed 02 - at work as relative assisting on family farm or business * 03 - unemployed less than 12 months 04 - unemployed 12 months or more 05 - unable to work due to long-term illness or disability 06 - on child-care leave or other leave 07 - retired 08 - full time homemaker/ responsible for ordinary shopping and looking after the home 09 - in full time education (at school, university, etc.) / student 10 - other  88 - DK/No opinion (spontaneous) 99 - Refusal (spontaneous)  * If paid a formal wage or salary for work in family farm or business, code as 1 ('at work as employee')	ASK ONLY IF D = CODE 6-10  1 – yes 2 – no  8 - DK/No opinion (spontaneous) 9 - Refusal (spontaneous)	ASK ONLY IF D =1 or d=2 OR E = 1.  1 – Adhoc 2 – Part time (10-30 hours per week) 3 – Full time  8 - DK/No opinion (spontaneous) 9 - Refusal (spontaneous)

# Main Questionnaire

NEW) ASK ALL

**Q1 Were you and both of your parents born in this country?**

1 - Yes

2 - No

7 - Not applicable (spontaneous)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q2 What is the title of your main paid job? By main paid job, we mean the one where you spend most hours.**

INTERVIEWER: ASK AND WRITE IN FULL DETAILS - PROBE FOR AS MUCH INFORMATION AS POSSIBLE WITH VIEW TO OBTAINING ACCURATE 4-DIGIT ISCO CLASSIFICATION

.....

.....

.....

.....

.....

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

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(NEW) ASK ALL

**Q3 What do you mainly do in your job?**

INTERVIEWER: ASK AND WRITE IN FULL DETAILS - PROBE FOR AS MUCH INFORMATION AS POSSIBLE WITH VIEW TO OBTAINING ACCURATE 4-DIGIT ISCO CLASSIFICATION

.....

.....

.....

.....

.....

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

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(Q4 was deleted)

(TREND) ASK ALL

**Q5 How old were you when you stopped full-time education?**

INTERVIEWER: WRITE IN THE AGE WHEN EDUCATION WAS STOPPED THE FIRST TIME

Age: .....

77 - still studying, without interruption

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

(TREND) ASK ALL

**Q6 Are you mainly ... ?**

SHOW CARD Q6 - READ OUT - ONE ANSWER ONLY!

1 - Self-employed without employees

2 - Self-employed with employees ----- > **GO TO Q9**

3 - Employed----- > **GO TO Q7**

4 - Other ----- > **GO TO Q9**

8 - DK/no opinion (spontaneous) ----- > **GO TO Q9**

9 - Refusal (spontaneous) ----- > **GO TO Q9**

ASK IF Q6=1

**Q6\_1 Regarding your business, do you agree with the following statements ...**

	Yes	No	DK	Refusal
A. Generally, my firm has more than one client -	1	2	8	9
B. I am paid an agreed fee on a regular, for example monthly basis	1	2	8	9
C. If my workload requires I could hire employees who work for me	1	2	8	9
D. I make the most important decisions on how to run my business	1	2	8	9

INTERVIEWER: IT MAY BE THE CASE THAT SOMEONE IS A SELF-EMPLOYED PERSON WITHOUT EMPLOYEES AND YET PERFORMS MOST OF HIS/HER ACTIVITY AT THE MOMENT IN ONE WORKPLACE WHERE THERE ARE OTHER WORKERS. THESE PEOPLE CAN DECIDE TO ANSWER SURVEY QUESTIONS CONSIDERING THIS WORK / WORKPLACE OR REFER TO THEIR OWN ONE-PERSON FIRM. THEY SHALL ASSESS THEMSELVES WHICH DESCRIBES BEST THEIR SITUATION.



(TREND 2005)ASK EMPLOYEES ONLY

**Q7 What kind of employment contract do you have?**

SHOW CARD Q7 – READ OUT – ONE ANSWER ONLY!

- 1 – An indefinite contract ----- > **GO TO Q9**
- 2 – A fixed term contract----- > **CONTINUE WITH Q8**
- 3 – A temporary employment agency contract ----- > **CONTINUE WITH Q8**
- 4 – An apprenticeship or other training scheme ----- > **GO TO Q9**
- 5 – No contract ----- > **GO TO Q9**
- 6 – Other (spontaneous) ----- > **GO TO Q9**
- 8 – DK/no opinion (spontaneous) ----- > **GO TO Q9**
- 9 – Refusal (spontaneous) ----- > **GO TO Q9**

☐

ASK ONLY IF Q7=2 OR 3

(TREND)ASK EMPLOYEES ONLY

**Q8 What is the exact duration of the contract in number of years and months?**

INTERVIEWER.: IF LESS THAN 1 YEAR, CODE '00' IN BOX 'YEARS' AND ENTER THE NUMBER OF MONTHS IN BOX 'MONTHS' – IF "DK/NO OPINION", CODE '88' IN BOTH BOXES. IF THE FIXED-TERM CONTRACT DOES NOT HAVE AN EXACT DURATION CODE '77' IN BOTH BOXES

Number of years: .....

00 – if less than 1 year

77 – no exact duration

88 – DK/no opinion (spontaneous)

99 – Refusal (spontaneous)

Number of months: .....

77 - no exact duration

88 – DK/no opinion (spontaneous)

99 – Refusal (spontaneous)

(TREND) ASK ALL

**Q9 What is the main activity of the company or organisation where you work?**

INTERVIEWER: ASK AND WRITE IN FULL DETAILS – PROBE FOR AS MUCH INFORMATION AS POSSIBLE!

.....

.....

.....

.....

88 – DK/no opinion (spontaneous)

99 – Refusal (spontaneous)

(TREND 2005)ASK ALL

**Q10 Are you working in the ...?**

- 1 – private sector
  - 2 – public sector
  - 3 – joint private-public organisation or company
  - 4 – not-for-profit sector, NGO
  - 5 – other
- 
- 8 – DK/no opinion (spontaneous)
  - 9 – Refusal (spontaneous)

☐

(MODIFIED TREND)ASK ALL

**SHOW CARD Q11**

**Q11 How many people in total work at your workplace (at the local site)?**

- 01 – 1 (interviewee works alone)
  - 02 – 2-4
  - 03 – 5-9
  - 04 – 10-49
  - 05 – 50-99
  - 06 – 100-249
  - 07 – 250-499
  - 08 – 500 and over
- 
- 88 – DK/no opinion (spontaneous)
  - 99 – Refusal (spontaneous)

☐☐

(TREND)ASK ALL

**Q12 How many years have you been in your company or organisation?**

INTERVIEWER: CLARIFY IF NEEDED: BY COMPANY WE MEAN THE ORGANISATION AS A WHOLE AND NOT THE LOCAL UNIT

Number of years:.....

---

- 00 - if less than 1 year
- 77 – Not applicable
- 88 - DK/no opinion (spontaneous)
- 99 - Refusal (spontaneous)

☐☐

(NEW) ASK ALL

**Q13 Immediately before this job, in your main activity were you?**

INTERVIEWER: IF IN EDUCATION AND WORKED PART TIME, CODE "6" IN "EDUCATION" –  
RESPONDENT CAN REFER TO HIS/HER PREVIOUS STATUS IN CURRENT WORKPLACE

SHOW CARD Q13 – READ OUT – ONE ANSWER ONLY!

- 1 - employed with an indefinite contract
- 2 - employed with a fixed term contract
- 3 - employed with a temporary employment agency contract
- 4 - self-employed
- 5 - unemployed
- 6 - in education or training
- 7 - other

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(NEW) ASK ALL

**Q14 If you compare your current situation with that of January 2009, have you experienced a change in the following aspects of your work?**

SHOW CARD Q14 WITH SCALE -READ OUT 'A' – 'B'

	Increase	No change	Decrease	DK/NA	Refusal
A - The number of hours you work per week?	3	2	1	8	9
B - Your salary or income?	3	2	1	8	9

(NEW) ASK ALL

**Q15 During the last 3 years have the following changes occurred at your current workplace which affected your immediate working environment?**

READ OUT 'A' – 'B'

	Yes	No	DK	Refusal
A - New processes or technologies were introduced	1	2	8	9
B - Substantial restructuring or reorganisation was carried out	1	2	8	9

(NEW) ASK ALL

**Q16 At your place of work are workers with the same job title as you ...?**

- 1 - Mostly men
- 2 - Mostly women
- 3 - More or less equal numbers of men and women
- 4 - Nobody else has the same job title

8 – DK/no opinion (spontaneous)

9 – Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q17 How many people work under your supervision, for whom pay increases, bonuses or promotion depend directly on you?**

..... Number of people: \_\_\_\_\_

--	--	--	--

0000 – none

8888- DK/no opinion (spontaneous)

9999 – Refusal (spontaneous)

(TREND) ASK ALL

**Q18 How many hours do you usually work per week in your main paid job?**

INTERVIEWER: EXCLUDING LUNCH BREAK AND EXCLUDING TIME SPENT TRAVELLING TO AND FROM WORK – IF 30 MINUTES OR MORE, ROUND UP TO NEXT HOUR

Number of hours per week: .....

--	--	--

888 – DK/no opinion (spontaneous)

999 – Refusal (spontaneous)

(NEW) ASK ALL

**Q19 Provided that you could make a free choice regarding your working hours and taking into account the need to earn a living: how many hours per week would you prefer to work at present?**

--	--	--

Number of hours per week: .....

777- The same number of hours as currently (spontaneous)

888 – DK/no opinion (spontaneous)

999 – Refusal (spontaneous)

(TREND 2005) ASK ALL

**Q20 How many days per week do you usually work in your main paid job?**

Number of days per week: .....

--

8 – DK/no opinion (spontaneous)

9 – Refusal (spontaneous)

(MODIFIED TREND 2005) ASK ALL

**Q21 Besides your main paid job, do you have any other paid job(s)? (IF YES) Is it / are they ....?**

SHOW CARD Q21 - READ OUT - ONE ANSWER ONLY!

1 – No other paid job ----- > GO TO Q23

2 - Yes, regular ----- >CONTINUE WITH Q22

3 - Yes, occasional ----- > GO TO Q23

4 - Other (spontaneous) ----- > GO TO Q23

8 - DK/no opinion (spontaneous) ----- > GO TO Q23

9 - Refusal (spontaneous) ----- > GO TO Q23

--

(TREND 2005)ASK IF Q21=2

**Q22 How many hours a week on average do you work in job(s) other than your main paid job?**

INTERVIEWER.: IF 30 MINUTES OR MORE, ROUND UP TO THE NEXT HOUR

Number of hours:.....

--	--	--

888 –DK/no opinion (spontaneous)

999 - Refusal (spontaneous)

INTERVIEWER: READ OUT

**From now onwards all the questions refer to the main paid job.**

(TREND) ASK ALL

**Q23 Please tell me, using the following scale, are you exposed at work to ...?**

READ OUT –ROTATE – MARK IN COLUMN “R” WHERE YOU START  
ASKING WITH AN “X” MARK

SHOW CARD Q23 WITH SCALE - ONE ANSWER ONLY PER LINE!

R	READ OUT –ROTATE – MARK IN COLUMN “R” WHERE YOU START ASKING WITH AN “X” MARK	All of the time	Almost all of the time	Around ¾ of the time	Around half of the time	Around ¼ of the time	Almost never	Never	DK	Refusal
	A - Vibrations from hand tools, machinery, etc. (TREND)	1	2	3	4	5	6	7	8	9
	B - Noise so loud that you would have to raise your voice to talk to people (TREND)	1	2	3	4	5	6	7	8	9
	C - High temperatures which make you perspire even when not working (TREND)	1	2	3	4	5	6	7	8	9
	D - Low temperatures whether indoors or outdoors (TREND)	1	2	3	4	5	6	7	8	9
	E - Breathing in smoke, fumes (such as welding or exhaust fumes), powder or dust (such as wood dust or mineral dust) etc. (TREND 2005)	1	2	3	4	5	6	7	8	9
	F - Breathing in vapours such as solvents and thinners (TREND 2005)	1	2	3	4	5	6	7	8	9
	G - Handling or being in skin contact with chemical products or substances (TREND 2005)	1	2	3	4	5	6	7	8	9
	H - Tobacco smoke from other people (TREND 2005)	1	2	3	4	5	6	7	8	9
	I - Handling or being in direct contact with materials which can be infectious, such as waste, bodily fluids, laboratory materials, etc (TREND 2005)	1	2	3	4	5	6	7	8	9

(MODIFIED TREND) ASK ALL

**Q24 Please tell me, using the same scale, does your main paid job involve ...?**

READ OUT –ROTATE – MARK IN COLUMN “R” WHERE YOU START ASKING WITH AN “X” MARK

SHOW SAME CARD (Q23) WITH SCALE - ONE ANSWER ONLY PER LINE!

R	READ OUT –ROTATE – MARK IN COLUMN “R” WHERE YOU START ASKING WITH AN “X” MARK	All of the time	Almost all of the time	Around ¾ of the time	Around half of the time	Around ¼ of the time	Almost never	Never	DK	Refusal
	A – Tiring or painful positions (TREND)	1	2	3	4	5	6	7	8	9
	B – Lifting or moving people (TREND 2005)	1	2	3	4	5	6	7	8	9
	C - Carrying or moving heavy loads (TREND)	1	2	3	4	5	6	7	8	9
	D – Standing (MODIFIED TREND)	1	2	3	4	5	6	7	8	9
	E - Repetitive hand or arm movements (TREND)	1	2	3	4	5	6	7	8	9
	F - Dealing directly with people who are not employees at your workplace such as customers, passengers, pupils, patients, etc (TREND)	1	2	3	4	5	6	7	8	9
	G - Handling angry clients? (NEW)	1	2	3	4	5	6	7	8	9
	H - Working with computers: PCs, network, mainframe (TREND)	1	2	3	4	5	6	7	8	9
	I - Using internet / email for professional purposes (TREND 2005)	1	2	3	4	5	6	7	8	9

(NEW) ASK ALL

**Q25 Does your work involve visiting customers, patients, clients or working at their premises or in their home?**

- 1 – Yes  
2 – No  
 8 - DK/no opinion (spontaneous)  
 9 – Refusal (spontaneous)

☐

(NEW) ASK ALL

**Q26 Where is your main place of work?**

SHOW CARD Q26 - READ OUT - ONE ANSWER ONLY!

- 1 - My employers' /my own business' premises (office, factory, shop, school, etc.)
- 2 - Clients' premises
- 3 - A car or another vehicle
- 4 - An outside site (construction site, agricultural field, streets of a city)
- 5 - My own home
- 6 - Other \_\_\_\_\_
- 8- DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(NEW) ASK ALL

**Q27 You mentioned that your main place of work is [ANSWER IN Q26]. Have you worked in any other location in the past 3 months?**

SHOW CARD Q26 - READ OUT FROM 'A' TO 'E' - ONE ANSWER PER LINE!

	Yes	No	DK	Refusal
A My employers'/my own business' premises (office, factory, shop, school, etc.)	1	2	8	9
B Clients' premises	1	2	8	9
C A car or another vehicle	1	2	8	9
D An outside site (construction site, agricultural field, streets of a city)	1	2	8	9
E My own home	1	2	8	9
F Other	1	2	8	9

(NEW) ASK ALL

**Q28 Does your job ever require that you wear personal protective equipment?**

- 1 - Yes----- > **CONTINUE WITH Q29**
- 2 - No----- > **GO TO Q30**
- 8 - DK/no opinion (spontaneous)---- > **GO TO Q30**
- 9 - Refusal (spontaneous) ----- > **GO TO Q30**

☐

IF Q28=1 (YES TO PERSONAL PROTECTIVE EQUIPMENT)

(NEW) ASK IF Q28=1

**Q29 Do you always use it when it is required?**

- 1 - Yes
- 2 - No \_\_\_\_\_
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐



(TREND) ASK ALL

**Q30 Regarding the health and safety risks related to performance of your job, how well informed would you say you are?**

- 1 - Very well informed
- 2 - Well informed
- 3 - Not very well informed
- 4 - Not at all well informed

- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

(TREND) ASK ALL

**Q31 In total, how many minutes per day do you usually spend travelling from home to work and back?**

Number minutes per day:.....

- 000 – Not relevant (not applicable)
- 888 - DK/no opinion (spontaneous)
- 999 - Refusal (spontaneous)

(TREND) ASK ALL

**Q32 Normally, how many times a month do you work at night, for at least 2 hours between 10.00 pm and 05.00 am?**

Number of nights per month:.....

- 00 - Never
- 88 - DK/no opinion (spontaneous)
- 99 - Refusal (spontaneous)

(TREND) ASK ALL

**Q33 And how many times a month do you work in the evening, for at least 2 hours between 6.00 pm and 10.00 pm?**

Number of evenings per month: .....

- 00 - Never
- 88 - DK/no opinion (spontaneous)
- 99 - Refusal (spontaneous)

(TREND) ASK ALL

**Q34 And how many times a month do you work on Sundays?**

Number of Sundays per month: .....

- 00 - Never
- 88 - DK/no opinion (spontaneous)
- 99 - Refusal (spontaneous)

(TREND)ASK ALL

**Q35 And how many times a month do you work on Saturdays?**

Number of Saturdays per month: .....

00 - Never

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

(TREND) ASK ALL

**Q36 And how many times a month do you work more than 10 hours a day?**

Number of times the person works more than 10 hours a day: .....

00 - Never

88 - DK/no opinion (spontaneous)

99 - Refusal (spontaneous)

(MODIFIED TREND)ASK ALL

**Q37 Do you work...?**

READ OUT FROM 'A' TO 'F'

	Yes	No	DK	Refusal
A -The same number of hours every day	1	2	8	9
B - The same number of days every week	1	2	8	9
C- The same number of hours every week (NEW)	1	2	8	9
D - Fixed starting and finishing times	1	2	8	9
E - On call (NEW)	1	2	8	9
F - Shifts	1	2	8	9



IF Q37\_F "SHIFTS"=1 "YES" GO TO Q38, ALL OTHERS GO TO Q39

(TREND 2005)ASK IF Q37\_F=1

**Q38 Do you work...?**

SHOW CARD Q38 - READ OUT - ONE ANSWER ONLY!

1 - daily split shifts (with a break of at least 4 hours in between)

2 - permanent shifts (morning, afternoon or night)

3 - alternating / rotating shifts

4 - Other (spontaneous)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

(TREND 2005) ASK ALL

**Q39 How are your working time arrangements set?**

SHOW CARD Q39 - READ OUT - ONE ANSWER ONLY!

☐

- 1 - They are set by the company / organisation  
with no possibility for changes ----- > **CONTINUE WITH Q40**
- 2 - You can choose between several fixed working  
schedules determined by the company/organisation ----- > **CONTINUE WITH Q40**
- 3 - You can adapt your working  
hours within certain limits (e.g. flexitime) ----- > **GO TO Q41**
- 4 - Your working hours are entirely determined by yourself ----- > **GO TO Q41**
- 8 - DK/no opinion (spontaneous) ----- > **GO TO Q41**
- 9 - Refusal (spontaneous) ----- > **GO TO Q41**

(TREND 2005) ASK IF Q39=1 OR 2

**Q40 Do changes to your work schedule occur regularly? (IF YES) How long before are you informed about these changes?**

SHOW CARD Q40 - READ OUT - ONE ANSWER ONLY!

☐

- 1 - No
- 2 - Yes, the same day
- 3 - Yes, the day before
- 4 - Yes, several days in advance
- 5 - Yes, several weeks in advance
- 6 - Other (spontaneous)
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

(TREND 2005) ASK ALL

**Q41 In general, do your working hours fit in with your family or social commitments outside work very well, well, not very well or not at all well?**

- 1 - Very well
- 2 - Well
- 3 - Not very well
- 4 - Not at all well
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

(NEW) ASK ALL

**Q42 Over the last 12 months how often has it happened to you that you have worked in your free time in order to meet work demands?**

READ OUT

☐

- 1 - Nearly every day
- 2 - Once or twice a week
- 3 - Once or twice a month
- 4 - Less often
- 5 - Never
- 7 - Not applicable
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

(NEW) ASK ALL

**Q43. Would you say that for you arranging to take an hour or two off during working hours to take care of personal or family matters is ... ?**

- 1- Not difficult at all
- 2 – Not too difficult
- 3– Somewhat difficult
- 4 – Very difficult
- 8 – DK/no opinion (spontaneous)
- 9 – Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q44 Please tell me, does your job involve short repetitive tasks of less than ... ?**

INTERVIEWER: READ OUT 'A'-'B' – IF NECESSARY, SPECIFY THAT WE MEAN TASKS AND NOT MOVEMENTS SUCH AS CLICKING THE MOUSE BUTTON!

	Yes	No	DK	Refusal
A – 1 minute	1	2	8	9
B- 10 minutes	1	2	8	9

(TREND) ASK ALL

**Q45 And, does your job involve ... ?**

SHOW CARD Q45 WITH SCALE –ONE ANSWER ONLY PER LINE!

R	READ OUT –ROTATE – MARK IN COLUMN "R" WHERE YOU START ASKING WITH AN "X" MARK	All of the time	Almost all of the time	Around ¾ of the time	Around half of the time	Around ¼ of the time	Almost never	Never	DK	Refusal
	A – working at very high speed	1	2	3	4	5	6	7	8	9
	B- working to tight deadlines	1	2	3	4	5	6	7	8	9

(TREND) ASK ALL

**Q46 On the whole, is your pace of work dependent, or not, on ... ?**

READ OUT FROM 'A' TO 'E'

	Yes	No	DK	Refusal	Not Applicable
A – the work done by colleagues	1	2	8	9	
B – direct demands from people such as customers, passengers, pupils, patients, etc.	1	2	8	9	
C – numerical production targets or performance targets	1	2	8	9	
D – automatic speed of a machine or movement of a product	1	2	8	9	
E – the direct control of your boss	1	2	8	9	7

(TREND)ASK ALL

**Q47 How often do you have to interrupt a task you are doing in order to take on an unforeseen task?**

SHOW CARD Q47 – READ OUT – ONE ANSWER ONLY!

☐

- 1 – Very often ----- > **CONTINUE WITH Q48**  
2 – Fairly often ----- > **CONTINUE WITH Q48**  
3 – Occasionally ----- > **CONTINUE WITH Q48**  
4 – Never ----- > **GO TO Q49**  
8 – DK/no opinion (spontaneous)-- > **GO TO Q49**  
9 – Refusal (spontaneous) ----- > **GO TO Q49**

(TREND) ASK IF Q47=1 OR 2 OR 3

**Q48 For your work, are these interruptions...**

SHOW CARD Q48 – READ OUT – ONE ANSWER ONLY!

☐

- 1 – Disruptive  
2 – Without consequences  
3 – Positive  
8 – DK/no opinion (spontaneous)  
9 – Refusal (spontaneous)

(MODIFIED TREND)ASK ALL

**Q49 Generally, does your main paid job involve ... ?**

READ OUT FROM 'A' TO 'F'

	Yes	No	DK	Refusal
A – meeting precise quality standards	1	2	8	9
B – assessing yourself the quality of your own work	1	2	8	9
C – solving unforeseen problems on your own	1	2	8	9
D – monotonous tasks	1	2	8	9
E – complex tasks	1	2	8	9
F – learning new things	1	2	8	9

(MODIFIED TREND)ASK ALL

**Q50 Are you able to choose or change ... ?**

READ OUT FROM 'A' TO 'C'

	Yes	No	DK	Refusal
A – your order of tasks	1	2	8	9
B – your methods of work	1	2	8	9
C – your speed or rate of work	1	2	8	9

(TREND) ASK ALL

**Q51 For each of the following statements, please select the response which best describes your work situation.**

SHOW CARD Q51 WITH SCALE – READ OUT FROM ‘A’ TO ‘P’ – ONE ANSWER ONLY PER LINE!

	Always	Most of the time	Sometimes	Rarely	Never	DK	Refusal	Not Applicable
A – Your colleagues help and support you (MODIFIED TREND)	1	2	3	4	5	8	9	7
B – [ASK EMPLOYEE ONLY, Q6=3] Your manager helps and supports you (MODIFIED TREND)	1	2	3	4	5	8	9	7
C – You are consulted before targets for your work are set (NEW)	1	2	3	4	5	8	9	7
D- You are involved in improving the work organisation or work processes of your department or organisation (NEW)	1	2	3	4	5	8	9	7
E - You have a say in the choice of your working partners (MODIFIED TREND)	1	2	3	4	5	8	9	7
F – You can take a break when you wish (MODIFIED TREND)	1	2	3	4	5	8	9	
G – You have enough time to get the job done (TREND)	1	2	3	4	5	8	9	
H – Your job gives you the feeling of work well done (TREND 2005)	1	2	3	4	5	8	9	
I - You are able to apply your own ideas in your work (TREND 2005)	1	2	3	4	5	8	9	
J – You have the feeling of doing useful work (TREND 2005)	1	2	3	4	5	8	9	
K – You know what is expected of you at work (NEW)	1	2	3	4	5	8	9	
L – Your job involves tasks that are in conflict with your personal values (NEW)	1	2	3	4	5	8	9	
M – You get emotionally involved in your work (NEW)	1	2	3	4	5	8	9	
N- You experience stress in your work (NEW)	1	2	3	4	5	8	9	
O – You can influence decisions that are important for your work (NEW)	1	2	3	4	5	8	9	
P – Your job requires that you hide your feelings (NEW)	1	2	3	4	5	8	9	

(NEW) ASK ALL

**Q52. If you make mistakes in your work, could it cause ...**

READ OUT 'A' – 'B', SHOW CARD Q51 WITH SCALE

	Always	Most of the time	Sometimes	Rarely	Never	DK	Refusal
A - Physical injury to other people?	1	2	3	4	5	8	9
B - Financial loss to your company?	1	2	3	4	5	8	9

(TREND 2005) ASK ALL

**Q53 Does your job involve rotating tasks between yourself and colleagues?**

1 - Yes ----- > **CONTINUE WITH Q54**

2 - No ----- > **GO TO Q56**

8 - DK/no opinion (spontaneous) -- > **GO TO Q56**

9 - Refusal (spontaneous) ----- > **GO TO Q56**

☐

(TREND 2005) ASK ALL IF Q53=1

**Q54 Do the tasks require different skills?**

1 - Yes

2 - No

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(TREND 2005, MODIFIED TREND) ASK IF Q53=1

**Q55 Who decides the division of the tasks?**

READ OUT 'A' – 'B'

	Yes	No	DK	Refusal
A – Your boss / manager	1	2	8	9
B - They are decided by people who are rotating tasks	1	2	8	9

ASK ALL

(NEW) ASK ALL

**Q56 Do you work in a group or team that has common tasks and can plan its work?**

☐

1 - Yes, always in the same one ----- > **CONTINUE WITH Q57**

2 - Yes, in several ----- > **CONTINUE WITH Q57**

3 - I do not work in such a team or group --- > **GO TO INSTRUCTION BEFORE Q58**

8 - DK/no opinion (spontaneous)----- > **GO TO INSTRUCTION BEFORE Q58**

9 - Refusal (spontaneous) ----- > **GO TO INSTRUCTION BEFORE Q58**

(NEW)ASK IF Q56=1 OR 2

**Q57 For the team in which you work mostly, do the members decide by themselves...?**

READ OUT FROM 'A' TO 'C'

	Yes	No	DK	Refusal
A - ... on the division of tasks	1	2	8	9
B - ... who will be head of the team	1	2	8	9
C - ... the timetable of the work	1	2	8	9

Q58 AND Q59 TO EMPLOYEES ONLY!

(NEW) ASK EMPLOYEE ONLY

**Q58 In general, your immediate manager / supervisor ....**

READ OUT FROM 'A' TO 'E'

	Yes	No	DK	Refusal
A - Provides you with feedback on your work	1	2	8	9
B - Respects you as a person	1	2	8	9
C -Is good at resolving conflicts	1	2	8	9
D - Is good at planning and organising the work	1	2	8	9
E - Encourages you to participate in important decisions	1	2	8	9

(TREND) ASK EMPLOYEE ONLY

**Q59 Is your immediate boss a man or a woman?**

- 1 - A man
- 2 - A woman
- 7 - Not applicable (spontaneous)
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)

☐

ASK ALL

(MODIFIED TREND)ASK ALL

**Q60 Which of the following alternatives would best describe your skills in your own work?**

SHOW CARD Q60 - READ OUT - ONE ANSWER ONLY!

☐

- 1 - I need further training to cope well with my duties
- 2 - My present skills correspond well with my duties
- 3 - I have the skills to cope with more demanding duties
- 8 - DK/no opinion (spontaneous)
- 9 - Refusal (spontaneous)



(TREND 2005)ASK ALL

**Q61 Over the past 12 months, have you undergone any of the following types of training to improve your skills or not?**

READ OUT FROM 'A' TO 'C'

	Yes	No	DK	Refusal
A - Training paid for or provided by your employer or by yourself if self-employed	1	2	8	9
B - Training paid for by yourself	1	2	8	9
C - On-the-job training (co-workers, supervisors)	1	2	8	9

IF YES TO Q61A

(NEW) ASK IF Q61A=1

**Q61\_1 Do you agree or disagree with the following statements describing some aspects of the training?**

READ OUT FROM 'A' TO 'C'

IN CASE OF SEVERAL TRAININGS, ASK ABOUT THE LAST ONE!

	Agree	Disagree	DK	Refusal
A - The training has helped me improve the way I work	1	2	8	9
B - I feel that my job is more secure because of my training	1	2	8	9
C - I feel my prospects for future employment are better	1	2	8	9

IF NO TO Q61A (ASK EMPLOYEES ONLY)

(NEW) ASK IF Q61A=2 AND EMPLOYEE ONLY

**Q61\_2 Did you ask for training to be provided for you?**

1 - Yes

2 - No

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

INTERVIEWER, QUESTIONS Q62, Q63 AND Q64 SHOULD BE ASKED TO EMPLOYEES ONLY!  
I.E. THOSE WHO ANSWERED “3” TO Q6

(MODIFIED TREND) ASK EMPLOYEE ONLY

**Q62 Over the past 12 months, have you ... ?**

READ OUT ‘A’ – ‘B’

INTERVIEWER: EMPLOYEE REPRESENTATIVES CAN BE AN UNION OFFICER OR ANY OTHER KIND OF EMPLOYEE REPRESENTATIVE; THEY MAY ALSO COME FROM OUTSIDE THE WORKPLACE.

	Yes	No	DK	Refusal
A - Been subject to formal assessment of your work performance? (MODIFIED TREND)	1	2	8	9
B – Raised work-related problems with an employee representative? (MODIFIED TREND)	1	2	8	9

(NEW) ASK EMPLOYEE ONLY

**Q63. At your workplace is there an employee acting as an employee representative?**

1 - Yes

2 - No

8 – DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(NEW) ASK EMPLOYEE ONLY

**Q64. At your workplace, does management hold meetings in which you can express your views about what is happening in the organisation ?**

1 - Yes

2 - No

8 – DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

ASK ALL!

(MODIFIED TREND) ASK ALL

**Q65 Over the past 12 months, have you been subjected at work to ...**

READ OUT FROM 'A' TO 'G'

	Yes	No	DK	Refusal
A - age discrimination	1	2	8	9
B - discrimination linked to race, ethnic background or colour (MODIFIED TREND)	1	2	8	9
C - discrimination linked to nationality	1	2	8	9
D - discrimination on the basis of your sex (MODIFIED TREND)	1	2	8	9
E - discrimination linked to religion	1	2	8	9
F - discrimination linked to disability	1	2	8	9
G - discrimination linked to sexual orientation	1	2	8	9

(TREND) ASK ALL

**Q66 Do you think your health or safety is at risk because of your work?**

1 - Yes

2 - No

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(TREND 2005) ASK ALL

**Q67 Does your work affect your health, or not?**

1 - Yes, mainly positively

2 - Yes, mainly negatively

3 - No

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(NEW) ASK ALL

**Q68 How is your health in general? Would you say it is ...**

1 - Very good

2 - Good

3 - Fair

4 - Bad

5 - Very bad

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(MODIFIED TREND) ASK ALL

**Q69 Over the last 12 months, did you suffer from any of the following health problems?**

SHOW CARD Q69 - READ OUT FROM 'A' TO 'M' – ONE ANSWER PER LINE !

	Yes	No	DK	Refusal
A - hearing problems	1	2	8	9
B - skin problems	1	2	8	9
C - backache	1	2	8	9
D- muscular pains in shoulders, neck and/or upper limbs (MODIFIED TREND)	1	2	8	9
E – muscular pains in lower limbs (hips, legs, knees, feet etc.) (MODIFIED TREND)	1	2	8	9
F – headaches, eyestrain (MODIFIED TREND)	1	2	8	9
G - stomach ache	1	2	8	9
H – respiratory difficulties	1	2	8	9
I – cardiovascular diseases (MODIFIED TREND)	1	2	8	9
J – injury(ies)	1	2	8	9
K - depression or anxiety (MODIFIED TREND)	1	2	8	9
L – overall fatigue (MODIFIED TREND)	1	2	8	9
M - Insomnia or general sleep difficulties (MODIFIED TREND)	1	2	8	9
N - other (SPONTANEOUS)	1	2	8	9

(MODIFIED TREND) ASK ALL

**Q70 [formerly Q65] Over the last month, during the course of your work have you been subjected to**

READ OUT FROM 'A' TO 'C'

	Yes	No	DK	Refusal
A - verbal abuse?	1	2	8	9
B – unwanted sexual attention?	1	2	8	9
C - threats and humiliating behaviour?	1	2	8	9

(MODIFIED TREND) ASK ALL

**Q71 [formerly Q65] And over the past 12 months, during the course of your work have you been subjected to**

READ OUT FROM 'A' TO 'C'

	Yes	No	DK	Refusal
A – physical violence (MODIFIED TREND)	1	2	8	9
B – bullying /harassment	1	2	8	9
C – sexual harassment	1	2	8	9

(TREND) ASK ALL

**Q72 Over the past 12 months how many days in total were you absent from work for reasons of health problems?**

Number of working days:.....

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888 - DK/no opinion (spontaneous)

999 - Refusal (spontaneous)

000 - None

INTERVIEWER, QUESTION Q73 SHOULD BE ASKED ONLY FROM THOSE WHO ANSWERED AT LEAST 1 DAY IN Q72.

(MODIFIED TREND)

**Q73 Of the days of absence indicated above, can you indicate how many days were attributable to an accident or accidents at work?**

INTERVIEWER, PLEASE CLARIFY IF THE ACCIDENT(S) HAPPENED AT WORK, ONLY ACCIDENT(S) AT WORK SHOULD BE INCLUDED HERE

Number of working days: .....

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888 - DK/no opinion (spontaneous)

999 - Refusal (spontaneous)

(NEW) ASK ALL

**Q74 Over the past 12 months did you work when you were sick?**

1 - Yes

2 - No

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7- I was not sick (spontaneous)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

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(IF YES) Number of working days: .....

ASK ONLY IF RESPONDENT IS BELOW 60 YEARS OF AGE.

(TREND)

**Q75 Do you think you will be able to do the same job you are doing now when you are 60 years old?**

1 - Yes, I think so

2 - No, I don't think so

3 - I wouldn't want to

--

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

ASK ALL

(TREND) ASK ALL

**Q76 On the whole, are you very satisfied, satisfied, not very satisfied or not at all satisfied with working conditions in your main paid job?**

- 1 - Very satisfied  
 2 - Satisfied  
 3 - Not very satisfied  
 4 - Not at all satisfied  
 8 - DK/no opinion (spontaneous)  
 9 - Refusal (spontaneous)

☐

(TREND) ASK ALL

**Q77 How much do you agree or disagree with the following statements describing some aspects of your job?**

SHOW CARD Q77 WITH SCALE - READ OUT FROM 'A' TO 'G' – ONE ANSWER PER LINE!

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable (spontaneous)	DK (spontaneous)	Refusal (spontaneous)
A - I might lose my job in the next 6 months	5	4	3	2	1	7	8	9
B - I am well paid for the work I do	5	4	3	2	1	7	8	9
C - My job offers good prospects for career advancement	5	4	3	2	1	7	8	9
D - I feel 'at home' in this organisation	5	4	3	2	1	7	8	9
E - I have very good friends at work	5	4	3	2	1	7	8	9
F - If I were to lose or quit my current job, it would be easy for me to find a job of similar salary (NEW)	5	4	3	2	1	7	8	9
G – The organisation I work for motivates me to give my best job performance (NEW)	5	4	3	2	1	7	8	9

## Demographics

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(MODIFIED TREND)

**EF1 What is the highest level of education or training that you have successfully completed?**

*Note: LFS question; additional explanation of ISCED classification and correspondence to local qualifications will be provided in each country*

- 1 - No education
- 2 - Primary education (ISCED 1)
- 3 - Lower secondary education (ISCED 2)
- 4 - Upper secondary education (ISCED 3)
- 5 - Post-secondary including pre-vocational or vocational education but not tertiary (ISCED 4)
- 6 - Tertiary education – first level (ISCED 5)
- 7 - Tertiary education – advanced level (ISCED 6)
- 9 - Refusal (spontaneous)

☐

(MODIFIED TREND)

**EF2 In general, how often are you involved in any of the following activities outside work?**

SHOW CARD EF2 WITH SCALE- READ OUT – ONE ANSWER PER LINE!

INTERVIEWER: IF FOR ANY OF THE ITEMS FROM 'A' TO 'H' IN QUESTION EF2 THE ANSWER IS "everyday for 1 hour or more", CONTINUE WITH EF3.

(EF2A-EF2H=1 CONTINUE WITH EF3)

**EF3 How many hours per day are you involved in any of the following activities outside work?**

	EF2									EF3		
	Everyday for 1 hour or more	Everyday or every second day for less than 1 hour	Once or twice a week	Once or twice a month	Once or twice a year	Never	Not applicable	DK	Refusal	Number of hours	DK	Refusal
A - Voluntary or charitable activity	1	2	3	4	5	6		8	9	.....	88	99
B - Political/trade union activity	1	2	3	4	5	6		8	9	.....	88	99
C - Caring for and educating your children, grandchildren	1	2	3	4	5	6	7	8	9	.....	88	99
D - Cooking and housework	1	2	3	4	5	6		8	9	.....	88	99
E - Caring for elderly/disabled relatives	1	2	3	4	5	6	7	8	9	.....	88	99
F - Taking a training or education course	1	2	3	4	5	6		8	9	.....	88	99
G - Sporting, cultural or leisure activity outside your home	1	2	3	4	5	6		8	9	.....	88	99
H - gardening and repairs (NEW)	1	2	3	4	5	6		8	9	.....	88	99



(NEW)

**EF4 Please indicate for each of the five statements which is the closest to how you have been feeling over the last two weeks.**

SHOWCARD EF4 WITH SCALE - READ OUT FROM 'A' TO 'E' - ONE ANSWER PER LINE

	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time	DK	Refusal
A - I have felt cheerful and in good spirits	1	2	3	4	5	6	8	9
B - I have felt calm and relaxed	1	2	3	4	5	6	8	9
C - I have felt active and vigorous	1	2	3	4	5	6	8	9
D - I woke up feeling fresh and rested	1	2	3	4	5	6	8	9
E - My daily life has been filled with things that interest me	1	2	3	4	5	6	8	9

(MODIFIED TREND)

**EF5 Are you, in your household, the person who contributes the most to the household income?**

1 - Yes

2 - No

3 - All equally (SPONTANEOUS)

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

(NEW)

**EF6 Thinking of your household's total monthly income, is your household able to make ends meet...?**

SHOW CARD EF6 - READ OUT - ONLY ONE ANSWER POSSIBLE!

1 - Very easily

2 - Easily

3 - Fairly easily

4 - With some difficulty

5 - With difficulty

6 - With great difficulty

8 - DK/no opinion (spontaneous)

9 - Refusal (spontaneous)

☐

INTERVIEWER, QUESTIONS EF7 SHOULD BE ASKED TO EMPLOYEES ONLY!

I.E. THOSE WHO ANSWERED “3” TO Q6

(MODIFIED TREND)

**EF7 thinking about your earnings from your main job, what do they include?**

SHOW CARD EF7 - READ OUT FROM ‘A’ TO ‘J’ - ONE ANSWER PER LINE!

	Mentioned	Not mentioned	DK	Refusal
A - Basic fixed salary/wage	1	2	8	9
B - Piece rate or productivity payments	1	2	8	9
C - Extra payments for additional hours of work/overtime	1	2	8	9
D - Extra payments compensating for bad or dangerous working conditions	1	2	8	9
E - Extra payments compensating for Sunday work	1	2	8	9
F - Other extra payments	1	2	8	9
G - Payments based on the overall performance of the company (profit sharing scheme) where you work	1	2	8	9
I - Income from shares in the company your work for	1	2	8	9
J - Advantages of other nature (for instance medical services, access to shops, etc.)	1	2	8	9
K - Other (SPONTANEOUS)	1	2	8	9

INTERVIEWER: QUESTIONS EF8 and EF9. SHOULD ONLY BE ASKED TO SELF-EMPLOYED PEOPLE!

I.E. THOSE WHO ANSWERED “1” or “2” TO Q6

NEW

**EF8 What proportion of revenue do you receive from your most important client?**

SHOW CARD EF8 - READ OUT - ONLY ONE ANSWER POSSIBLE!

1 – Less than 50 percent

2 – 51 to 75 percent

3 – More than 75 percent

8 - DK/no opinion (spontaneous)

9 – Refusal (spontaneous)

☐

(MODIFIED TREND)

**EF9 What do your earnings from your main business include?**

SHOW CARD EF9- READ OUT FROM 'A' TO 'C' - ONE ANSWER PER LINE!

	Mentioned	Not mentioned	DK	Refusal
A - Income from self-employment such as own business, profession or farm	1	2	8	9
B - Payments based on the overall performance of the company (profit sharing scheme) or partnership where you work	1	2	8	9
C - Income from shares in the company you work for	1	2	8	9
D - Other (SPONTANEOUS)	1	2	8	9

If EF9.B=1

**EF9\_1 Thinking about the payments based on the overall performance of the company (profit sharing scheme):**

READ OUT 'A' – 'B'

	Yes	No	DK	Refusal
EF91_A - Are these payments based on the overall performance of the company calculated according to a predefined formula?	1	2	8	9
EF91_B - Do you receive these payments on a regular basis?	1	2	8	9

ASK ALL

(MODIFIED TREND)

**EF10 Please can you tell us how much are your net monthly earnings from your main paid job?**

Please refer to the average earnings in the recent months. If you don't know the exact figure, please give an estimate.

INTERVIEWER: ONLY INCOME FROM THE MAIN JOB COUNTS, DO NOT INCLUDE OLD AGE PENSIONS, ETC.

PLEASE EXPLAIN THAT THE MAIN JOB REFERS TO THE JOB THEY REFERRED TO WHEN SCREENED FOR ELIGIBILITY.

INTERVIEWER: IF NECESSARY, EXPLAIN NET MONTHLY EARNINGS ARE THE EARNINGS AT ONE'S DISPOSAL AFTER TAXES AND SOCIAL SECURITY CONTRIBUTIONS!

Net monthly earnings from the main job in national currency:

88888888 - DK (spontaneous)

99999999 – Refusal (spontaneous)

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INT: ASK EF11 IF RESPONDENT DOES NOT KNOW THE NET MONTHLY EARNINGS FROM THE MAIN JOB OR IN CASE OF SOFT REFUSAL

(NEW)

**EF11 Perhaps you can provide the approximate range instead. What letter best matches your total net earnings from your main job (SHOW CARD EF11)? Use the part of the show card that you know best: weekly, monthly or annual earnings.**

INTERVIEWER: SHOW CARD EF11.  
PLEASE CIRCLE THE CODE THAT MATCHES THE RESPONDENT'S ANSWER/LETTER



SHOW CARD EF11 - Please tell me the letter that corresponds with your net monthly earnings from your main job. Use the part of the card that you know best: weekly, monthly or annual net earnings.)

	Code	WEEKLY	MONTHLY	YEARLY
1 = D	<b>D</b>	Less than €25	<b>Less than €100</b>	Less than €1.200
2 = B	<b>B</b>	€26 to €35	<b>€101 to €150</b>	€1.201 to €1.800
3 = I	<b>I</b>	€36 to €50	<b>€151 to €200</b>	€1.801 to €2.400
4 = O	<b>O</b>	€51 to €60	<b>€201 to €250</b>	€2.401 to €3.000
5 = T	<b>T</b>	€61 to €75	<b>€251 to €300</b>	€3.001 to €3.600
6 = G	<b>G</b>	€76 to €100	<b>€301 to €400</b>	€3.601 to €4.800
7 = P	<b>P</b>	€101 to €125	<b>€401 to €500</b>	€4.801 to €6.000
8 = A	<b>A</b>	€126 to €150	<b>€501 to €600</b>	€6.001 to €7.200
9 = F	<b>F</b>	€151 to €185	<b>€601 to €750</b>	€7.201 to €9.000
10= E	<b>E</b>	€186 to €250	<b>€751 to €1.000</b>	€9.001 to €12.000
11= Q	<b>Q</b>	€251 to €300	<b>€1.001 to €1.250</b>	€12.001 to €15.000
12= H	<b>H</b>	€301 to €350	<b>€1.251 to €1.500</b>	€15.001 to €18.000
13= C	<b>C</b>	€351 to €425	<b>€1.501 to €1.750</b>	€18.001 to €21.000
14= L	<b>L</b>	€426 to €500	<b>€1.751 to €2.000</b>	€21.001 to €24.000
15= N	<b>N</b>	€501 to €550	<b>€2.001 to €2.250</b>	€24.001 to €27.000
16= R	<b>R</b>	€551 to €600	<b>€2.251 to €2.500</b>	€27.001 to €30.000
17= M	<b>M</b>	€601 to €650	<b>€2.501 to €2.750</b>	€30.001 to €33.000
18= S	<b>S</b>	€651 to €750	<b>€2.751 to €3.000</b>	€33.001 to €36.000
19=K	<b>K</b>	€751 to €850	<b>€3.001 to €3.500</b>	€36.001 to €42.000
20=U	<b>U</b>	€851 to €1.000	<b>€3.501 to €4.000</b>	€42.001 to €48.000
21=V	<b>V</b>	€1.001 or more	<b>€4.001 or more</b>	€48.001 or more
	22	(Refusal)		
	23	(Don't know)		

INTERVIEWER: QUESTION EF12 SHOULD ONLY BE ASKED TO SELF-EMPLOYED PEOPLE!  
I.E. THOSE WHO ANSWERED “1” or “2” TO Q6

(NEW)

**EF12 Do you agree with the following statements?**

READ OUT ‘A’ – ‘B’

	Yes	No	DK	Refusal
A - If I had a long term sickness, I would be financially secure	1	2	8	9
B - I enjoy being my own boss	1	2	8	9

TO ALL

(MODIFIED TREND)

**P14 Thank you for participating in the fifth European Foundation Working Conditions Survey.**  
Eurofound may conduct a small number of follow-up interviews (length: maximum one hour)  
with respondents in the next year.

Would you be willing to participate in such a follow-up interviews?

- 1 - Yes  
2 - No

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**INTERVIEWER!**  
**PROMPT THE RESPONDENT ON TELEPHONE OWNERSHIP**  
**AND RECORD IN P12, P23**

## Interview protocol

<b>P1</b>	Date of the interview: Day: <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> Month: <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	
<b>P2</b>	Time of the beginning of the interview: Hour: <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> Minutes: <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> USE 24 HOUR CLOCK	
<b>P3</b>	Number of minutes the interview lasted: Minutes: <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	
<b>P4</b>	Number of persons present during the interview, including interviewer. 1 - Two (Interviewer and respondent) 2 - Three 3 - Four 4 - Five or more	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>
<b>P5</b>	Respondent cooperation 1 - Excellent 2 - Fair 3 - Average 4 - Bad	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>
<b>P6</b>	Size of locality (LOCAL CODES)	<input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/>
<b>P7</b>	Region (LOCAL CODES)	<input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/>
<b>P8</b>	Postal code	
	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	
<b>P9</b>	SAMPLE POINT NUMBER	
	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	
<b>P10</b>	INTERVIEWER NUMBER	
	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	
<b>P11</b>	WEIGHTING FACTOR	
	<input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 20px; height: 20px; border: 1px solid black;" type="text"/>	
<b>P12A</b>	Fixed telephone available in the household?	
	1 - Yes 2 - No	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>
<b>P12B</b>	Mobile telephone available in the household?	
	1 - Yes                      2 - No	<input style="width: 30px; height: 30px; border: 1px solid black;" type="text"/>
<b>P13</b>	Language (variant) of interview	<input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/> <input style="width: 30px; height: 20px; border: 1px solid black;" type="text"/>
01	German	
02	French	
03	Greek	
04	Czech	
05	Danish	
06	Estonian	
07	Spanish	
08	Finnish	
09	Hungarian	
10	English	
11	Italian	
12	Lithuanian	
13	Latvian	
14	Dutch	
15	Maltese	
16	Polish	
17	Portugase	
18	Swedish	
19	Slovenian	
20	Slovakian	
21	Norwegian	
22	Bulgarian	
23	Croatian	
24	Romanian	
25	Turkish	
26	Serbian	
27	Albanian	
28	Russian	
29	Montenegrin	
30	Luxembourgish	
31	Catalan	